



**Ministry of Housing
and Urban Affairs**
Government of India



SWACHH SURVEKSHAN 2018



4203 Cities | 2.2 Lakh Survey Locations | Impacting 40 Crore Lives

INDIA'S LARGEST EVER CLEANLINESS SURVEY





**Ministry of Housing
and Urban Affairs**
Government of India



Hardeep Singh Puri

Union Minister of State
(Independent Charge),
Ministry of Housing & Urban Affairs

*It is indeed
heartening to see
that this process of
annual survekshans
have managed to
galvanize citizens to
become our partners
in progress*



Message from the Minister of State

As early as 1916, Mahatma Gandhi had declared that sanitation is more important than political freedom. With the launch of the Swachh Bharat Mission on 2nd October 2014, the Hon'ble Prime Minister Shri Narendra Modi has set the country on a course to 'swachhata' as a fitting tribute to the Father of our Nation on his 150th Birth anniversary on 2nd of October 2019. I am delighted to note how the Mission has rapidly evolved into a true jan andolan.

The Swachh Survekshan exercise was started with the objective of inculcating a spirit of healthy competition among cities in their race towards becoming India's cleanest cities. It is indeed heartening to see that this process of annual survekshans have managed to galvanize citizens to become our partners in progress.

The intensity of participation of ULBs in Swachh Survekshan 2018 was commendable: the spirit of cooperation witnessed across all 4203 surveyed ULBs has convinced me of cities' positive intent to provide their citizens the best of service delivery.

I would like to congratulate the Swachh Bharat Mission (Urban) team at the Ministry of Housing and Urban Affairs and the Karvy team for taking up this challenge and successfully concluding the largest urban services survey in record time, with all necessary due diligence. This report is a testimony to the months of hard work that have gone into this mammoth endeavour.



Hardeep Singh Puri





Durga Shankar Mishra

Secretary,
Ministry of Housing & Urban Affairs

I would like to extend my gratitude and appreciation to all the participating ULBs for the time and effort they have invested in making this survey a success



Message from the Secretary

The objectives of Swachh Survekshan are to encourage citizen participation, increase city capacities for sustainable ODF and sanitation measures and to create awareness amongst all sections of society about the importance of collective action to contribute in India's journey towards a 'Swachh Bharat'. When the survekshans started in 2016, we had covered only 73 cities with population of over 1 million; in 2017 this was expanded to cover 434 cities. Swachh Survekshan 2018 has witnessed a quantum leap in coverage, with 4203 Urban Local Bodies - from municipal corporations to nagar panchayats and cantonment boards across the country - having been surveyed. Between 4th January 2018 to 10th March 2018, nearly 3000 assessors from KARVY and 63 observers from this Ministry undertook this massive survey exercise, and witnessed first-hand how the Swachh Survekshan initiative has brought a perceptible change for new India.

This time, we have introduced three types of ranking, viz. national ranking for ULBs of population of 1 lakh and above, and zonal or regional rankings for the smaller ULBs. I would like to congratulate all the winners under the various categories but would also like to extend my gratitude and appreciation to all the participating ULBs for the time and effort they have invested in making this survey a success.

I would also like to take this opportunity to acknowledge the hard work put in by my team at the Swachh Bharat Mission (Urban) in designing and overseeing such an intricate assessment exercise, and those at KARVY for taking up the challenge and executing it.

Durga Shankar Mishra





Vinod Kumar Jindal

Joint Secretary,
Ministry of Housing & Urban Affairs
National Mission Director, SBM - U

There has been a shift in focus of the survey parameters in 2018 - from process and outputs, to outcomes and innovations



Message from the National Mission Director

Swachh Survekshan 2018, a massive exercise in meticulous planning and focused survey of 4,203 Urban Local Bodies across India, had a number of unique features.

In view of the scale of the survey (nearly 10 times that of Swachh Survekshan 2017), we have introduced three layers of ranking: a national ranking for cities above one lakh and state capitals, a state ranking, and finally, zonal rankings.

There has also been a shift in focus of the survey parameters - from process and outputs, to outcomes, and innovations. As compared to Swachh Survekshan 2017, higher quantum of marks were allocated to segregation of waste at source and processing of waste, and new thrust on financial sustainability and a focus on segregation and processing of waste at source. We have also introduced a section on innovations and best practices.

Given that the Swachh Bharat Mission aims to become a 'jan andolan', one of the objectives of the Swachh Survekshan was to ensure large-scale participation from citizens across all walks of life towards the cleanliness of cities and towns. This was achieved through increased weightage of citizen feedback on the overall score.

On behalf of the Ministry of Housing & Urban Affairs (MoHUA), I extend my thanks and appreciation to the State Mission Directorates, Municipal commissioners and officers, the entire Karvy team, the observers from MOHUA and every other stakeholder who contributed to making the Swachh Survekshan 2018 successful.



Vinod Kumar Jindal





C. Parthasarathy

Chairman,
Karvy Data Management
Services Limited

*We have invested
some 2.5 lakh
person-days to
deliver Swachh
Survekshan 2018
and I can proudly say
that every one of us
have been enriched
by this experience*



Message from the Chairman, Karvy

First of all, I would like to express my deep gratitude to the Ministry of Housing and Urban Affairs for entrusting Karvy Data Management Services Limited with the execution of Swachh Survekshan 2018. I sincerely hope we have been able to live up to the expectations.

I would also like to extend my gratitude to the state mission directors, chairpersons, commissioners, executive officers, and nodal persons across the 4203 ULBs for opening their doors and accommodating our assessors so that they could complete their assessments as per Swachh Survekshan 2018 protocol. The spirit of cooperation and support that we received from these officials across all states and UTs was humbling and greatly appreciated. Without the time and dedication invested by them, this Survekshan would never have been completed within the ambitious timeframe of just 66 days.

Finally, my sincere thanks goes out to the Mission Director and Deputy Mission Director, for their continuous support, guidance, and strict supervision, all of which was integral towards successful completion of this endeavour on time and with proper due diligence.

We have invested 2.5 lakh person-days to deliver Swachh Survekshan 2018 and I can proudly say that every one of us have been enriched by this experience. I can see that Swachh Survekshan has become a significant measure of India's sanitation status and we at Karvy feel privileged to have been a part of it.

C. Parthasarathy





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EXECUTIVE SUMMARY

As a prelude to encouraging cities to improve urban sanitation, Swachh Bharat Mission (Urban) of the Ministry of Housing and Urban Affairs had conducted the first Swachh Survekshan for the rating of 73 cities in January 2016. This was scaled up to cover and rank 434 ULBs in the following year. In a bid to scale up the coverage of the ranking exercise and encourage towns and cities to actively implement mission initiatives in a timely and innovative manner, SBM - U had mandated that Swachh Survekshan 2018 covers all ULBs and cantonment boards in the country between the periods of 4th January to 10th of March 2018. The ranking of the ULBs, separately done for those with a population of one lakh or more (national ranking) and those below one lakh (zonal rankings), was based on assessment of progress from January 2017 till December 2017 (extended till January 2018 for Cantonment Boards only) under Swachh Bharat Mission-Urban.

As in the previous two years, the objective of Swachh Survekshan 2018 was to encourage large scale citizen participation and create awareness amongst all sections of society about the importance of working together towards making towns and cities a better place to live. Additionally, the survey also intended to foster a spirit of healthy competition among towns and cities to improve their service delivery to citizens, and thus steadily moving towards creating cleaner cities. Karvy Data Management Services Limited was selected by the Ministry through a competitive QCBS linked bidding and evaluation process for undertaking this assignment.



In order for cities to reap the maximum developmental benefits from the survey, concerted efforts were made by the SBM – U to strengthen the capacities of the cities to understand the modalities and spirit of the survey. This was first done through a series of 32 workshops organised by the PMU prior to the survey, to familiarize them with the survey methodology, survey process and output indicators. Thereafter, prior to and during the process of the survey, the central helpdesk set up by Karvy also engaged in intensive interactions with the ULBs through their respective state Mission Directors to provide assistance, especially to first time participants, in understanding the documentation requirements for claims under Service Level Progress as well as randomized sampling for on-ground verifications.

Since citizen participation was a very crucial component of this survey, social media and other traditional media channels were strategically used at both national, state and city levels in order to educate citizens about the objectives

of the survey, as well as to reinforce the importance of their participation in Swachh Survekshan 2018. This effort was further reinforced by the extensive use of Twitter, Facebook and Instagram by Karvy to start various citizen’s movements like ‘Donate a Bin’ campaign and ‘Citizen’s Corner’, a competition recognizing the efforts of common citizens towards innovative actions taken to keep their city clean.

The scoring for each ULB for ranking was segregated into 4 main components, viz.

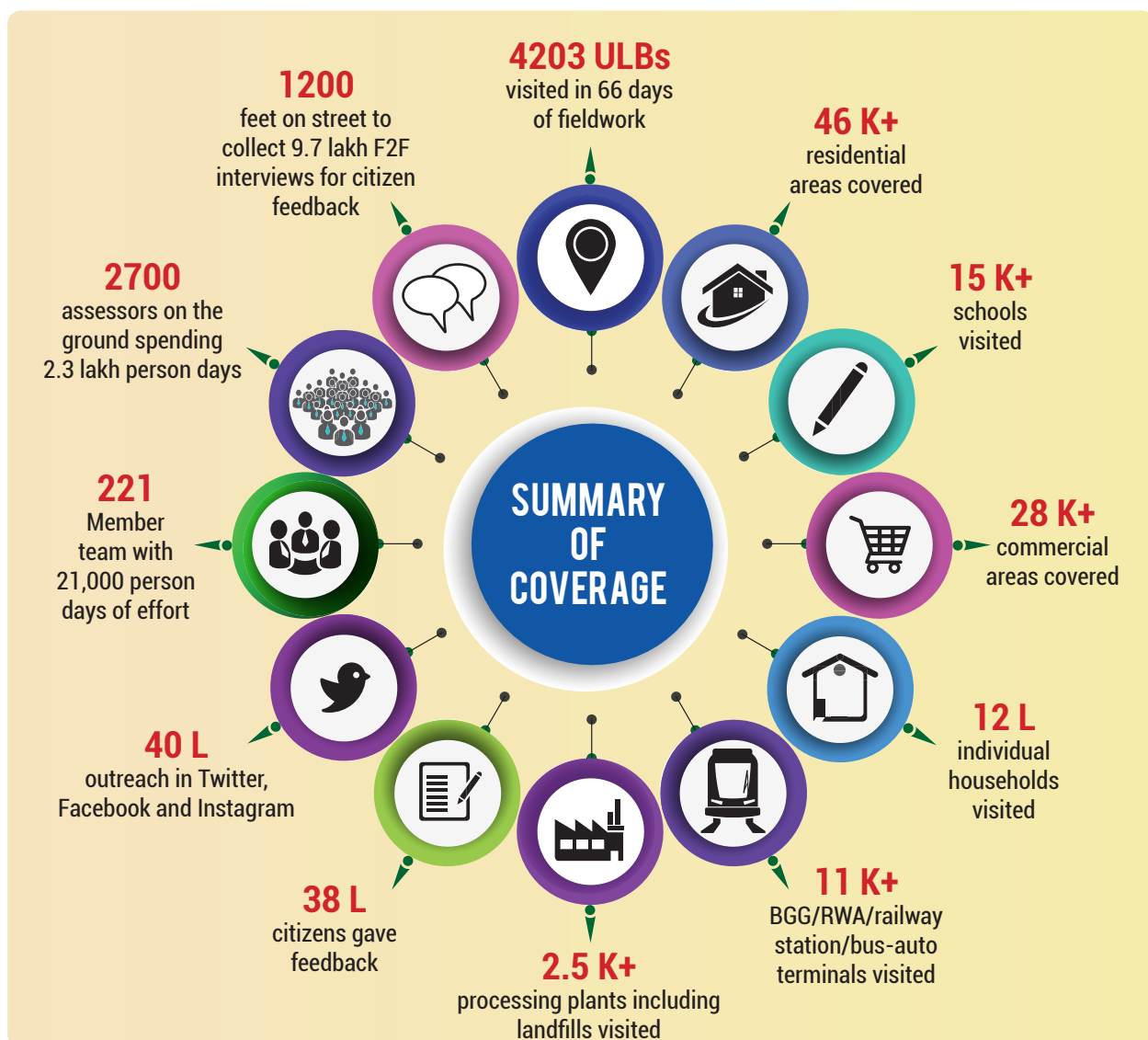
- a) Part 1-** Service Level Progress (1400 marks) which involved collection of documentary evidence provided by ULBs on the activities they undertake under SBM;
- b) Part 2A –** Independent validation, where part-marks were deducted from part I if on-ground verification differed from documented claim;
- c) Part 2B –** Direct Observation (1200 marks) where status of cleanliness was verified through on-ground observation at sample locations;

d) **Part 3A** – Citizen Feedback (1000 marks), where direct feedback from the citizens of each ULB was collected through face-to-face facts, outbound calling, and online survey; and e) **Part 3B** – Swacchta App (400 marks) where marking was based on number of downloads and complaint redressal.

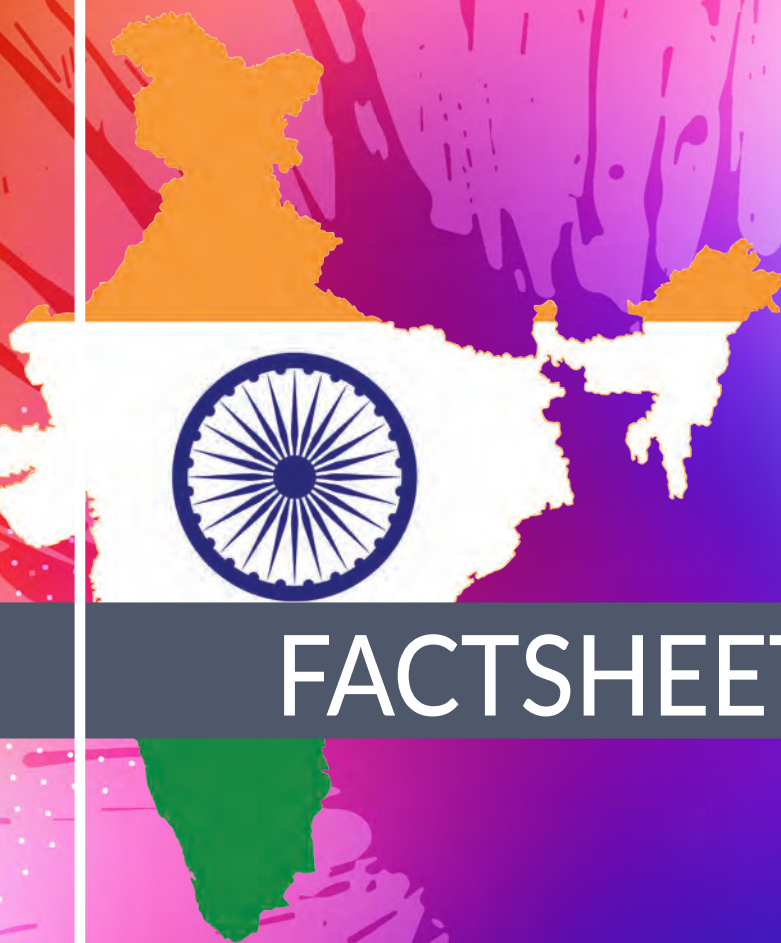
Between the period of 4th January and 10th of March 2018, a total of over 2700 assessors from Karvy went on ground to visit 4203 ULBs, spending over 2.3 lakh person days for gathering data under the Swacch Survekshan. The activities of these assessors and survey enumerators were monitored real time by a project management team with presence in every state capital as well as centrally at NOIDA, Uttar Pradesh. The final assessment of

evidences that came in real-time through customised apps used by the assessors as well as from over 2 lakh pages of documentation couriered by the ULBs was done centrally at NOIDA by the core research team of Karvy and with periodic oversight by the SBM – U.

There was also extensive usage of the social media to create ambient noise around the survey, to supplement the efforts of the Ministry to use the Survekshan as a tool towards creating a mass movement towards a cleaner India. This was done through innovations like the #DONATEABIN campaign and the Citizens Corner competition. SS2018 had over 29 lakh twitter outreach, over 6 lakhs of Facebook outreach, and over 2.5 lakh Instagram outreach.



**SWACHH
SURVEKSHAN**
2018



FACTSHEET



NATIONAL FACTSHEET

10

percent of all 485 ULBs above 1 lakh population has started segregation waste at household level

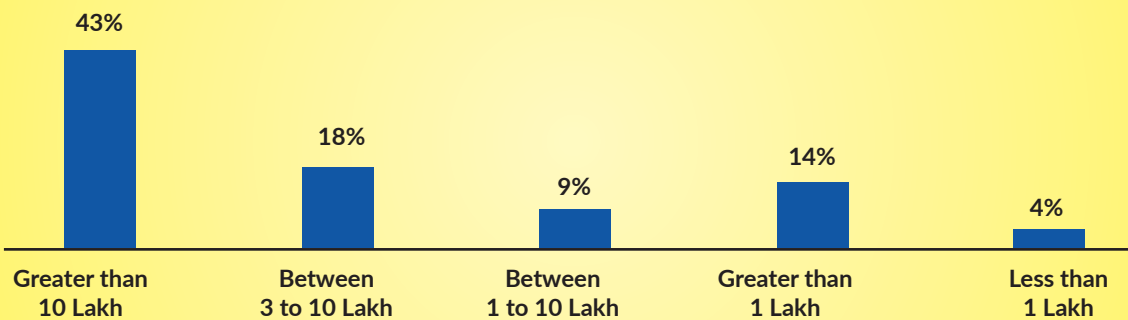
39

percent of the 46 metropolitan cities that participated in SS2018 segregate waste at source in at least 80% of their wards

85

percent of the 6770 commercial areas visited to verify the claim of twice a day sweeping (including night sweeping) were found to be compliant

Door-to-door garbage collection in 100% of wards



7

percent of all ULBs have already registered informal waste pickers and issued ID cards

20

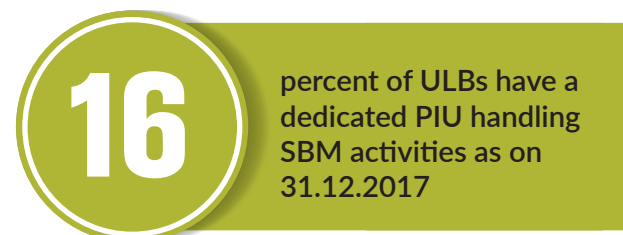
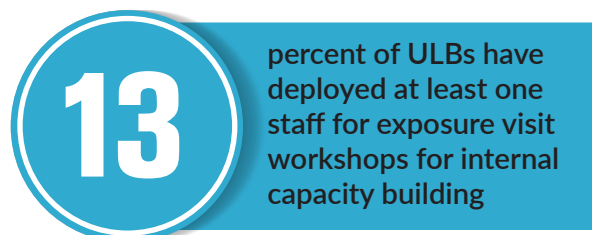
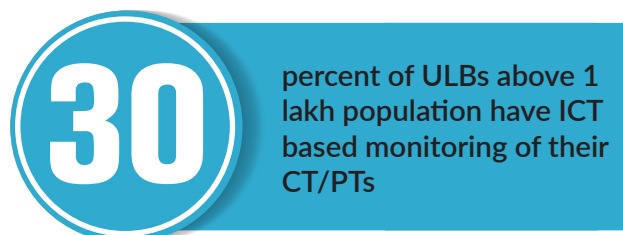
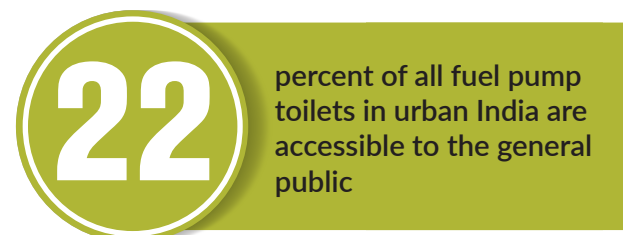
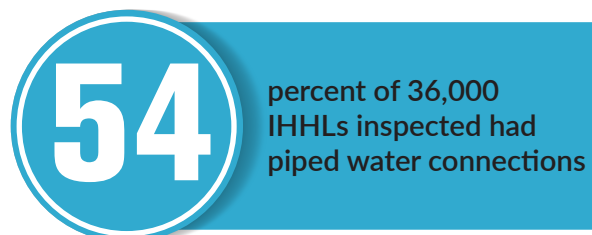
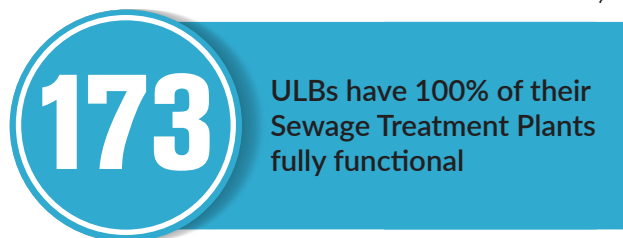
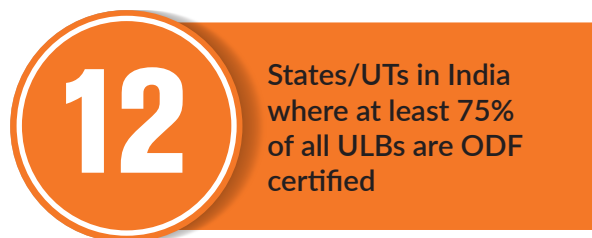
percent of all ULBs above 1 lakh population have conducted city surveys to identify Garbage Vulnerable Points and have taken remedial measures

63

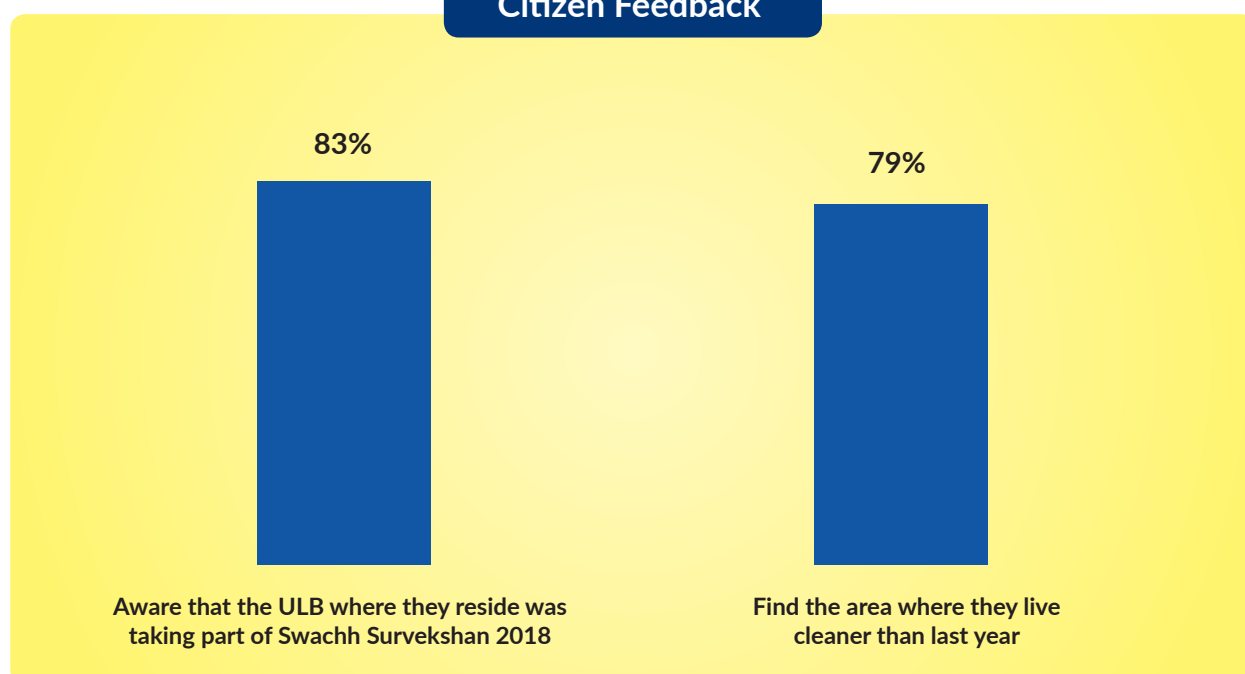
percent of all ULBs above 10 lakh population have more than 60% of their garbage collection vehicles tracked through GPS/RFID

16

percent of all ULBs above 1 lakh population are recovering 100% 'operation cost of SWM' through 'property tax cum user charge' collections

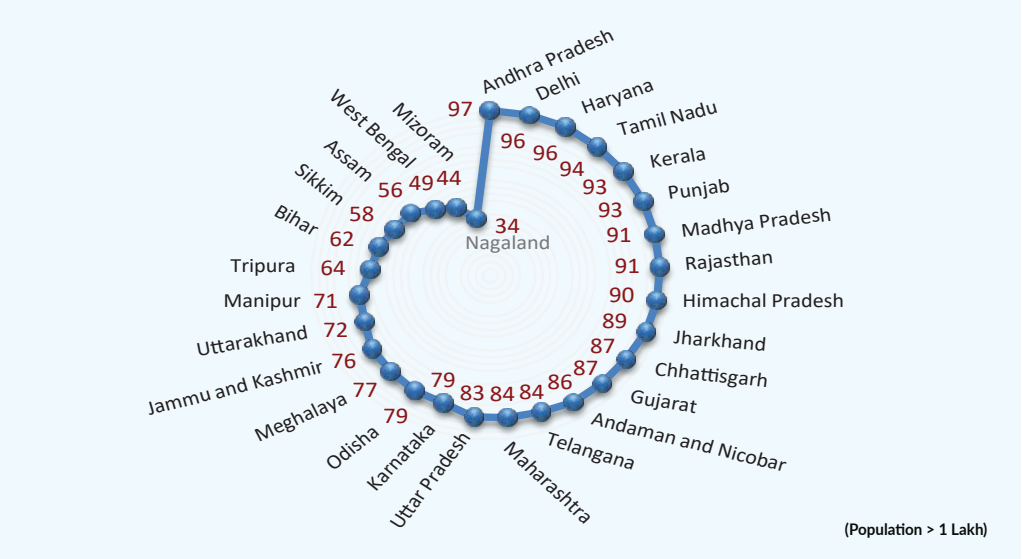
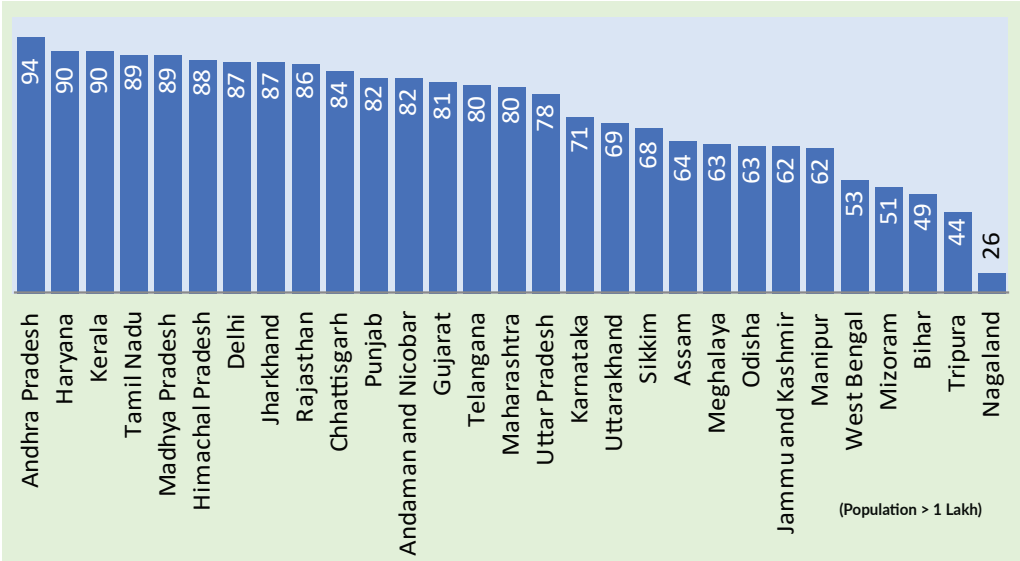


Citizen Feedback



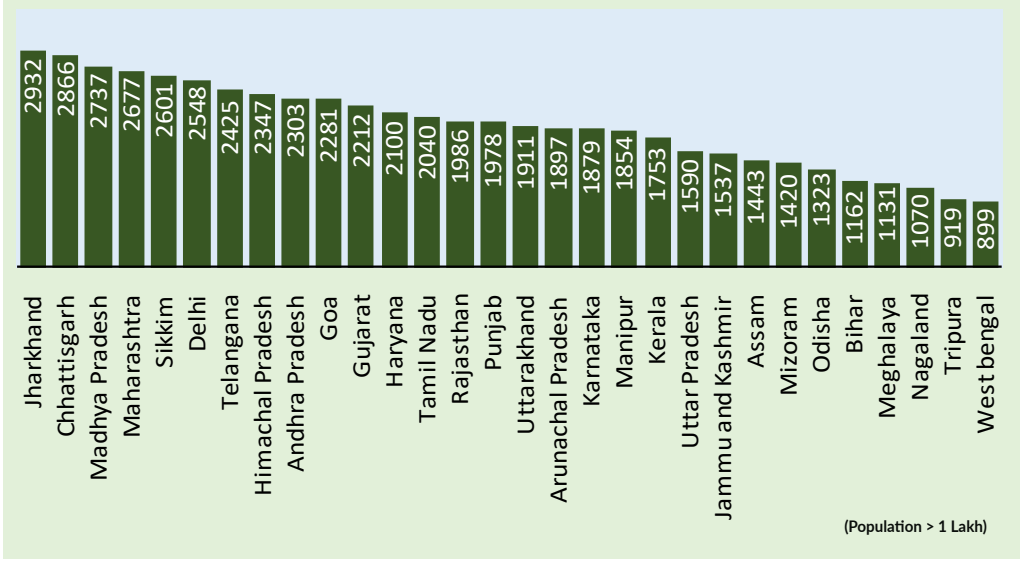
Ranking of States based on Average Scores from ULBs > 1 Lakh Population

Average proportion of citizens who find their locality cleaner than last year

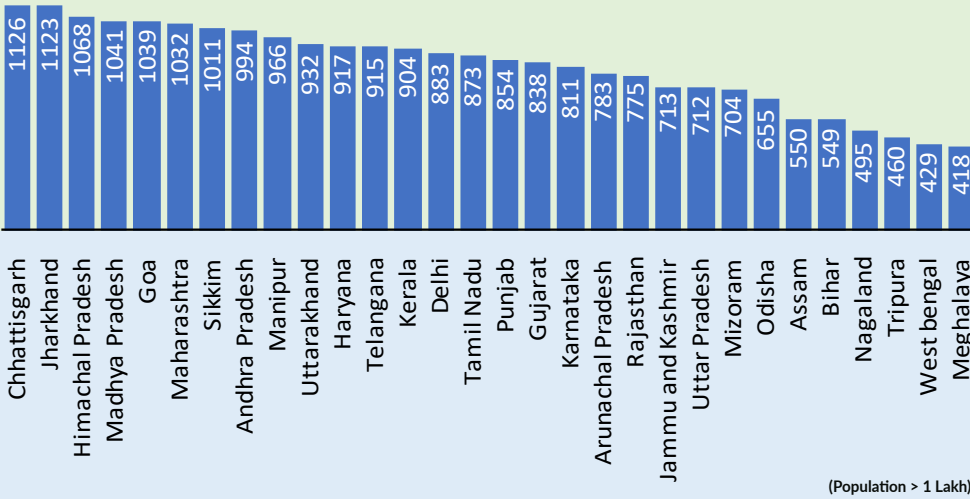
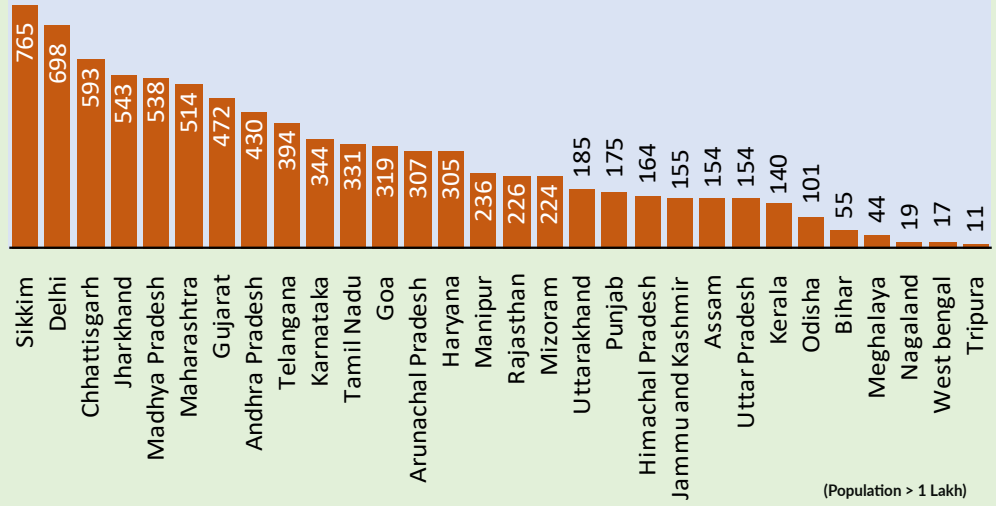


Average proportion of citizens aware that their city/town was participating in SS2018

State-Wise Average Total Scores

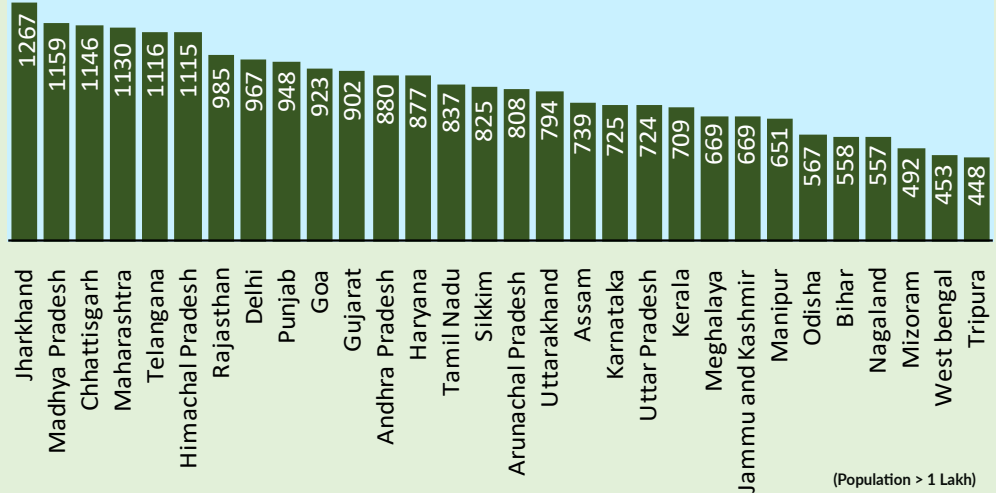


State-Wise Average SLP Scores

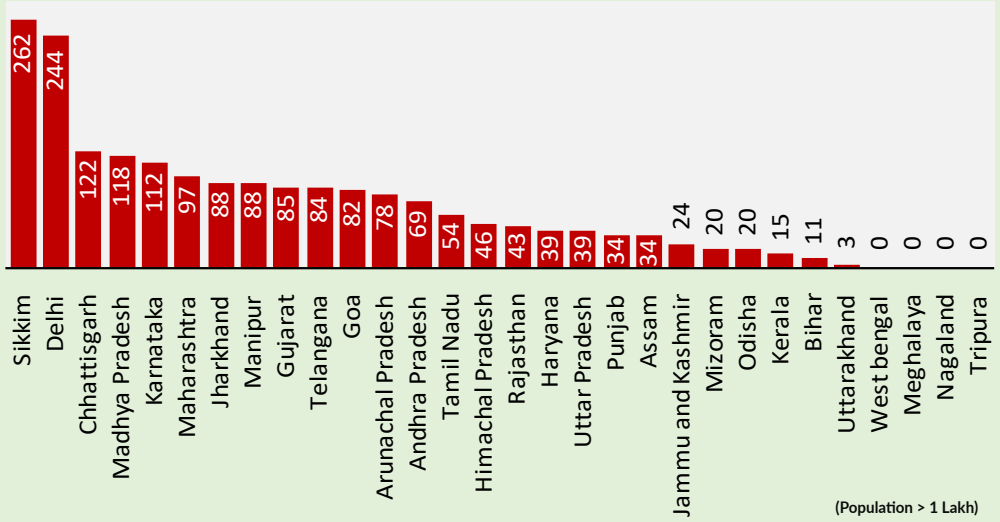


State-Wise Average DO Scores

State-Wise Average CFB Scores



State-Wise Average SWM

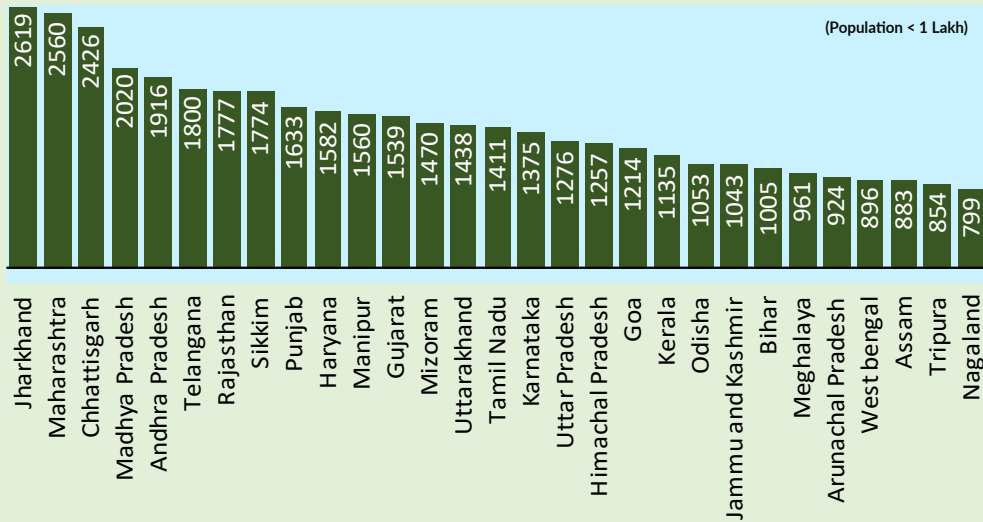
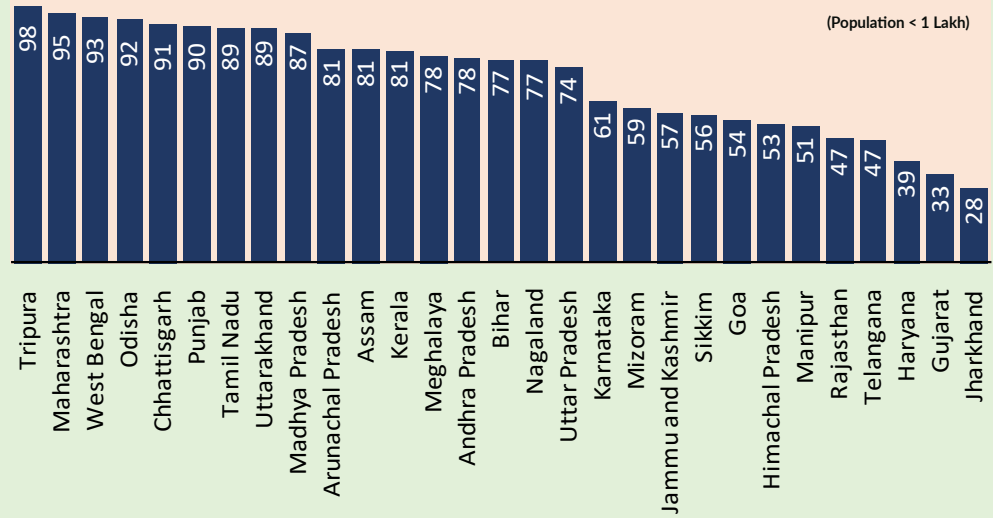


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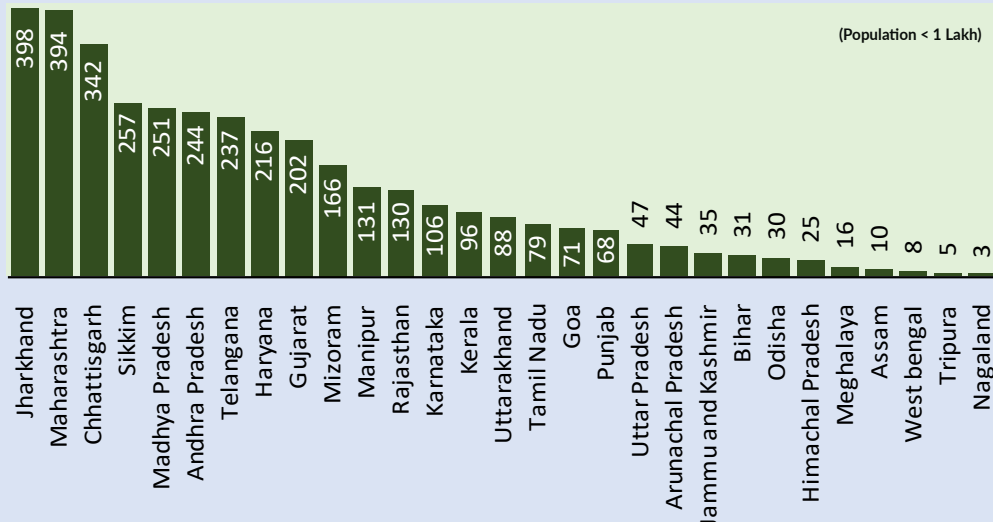
Ranking of States based on Average Scores from ULBs < 1 Lakh Population

Average proportion of citizens who find their locality cleaner than last year

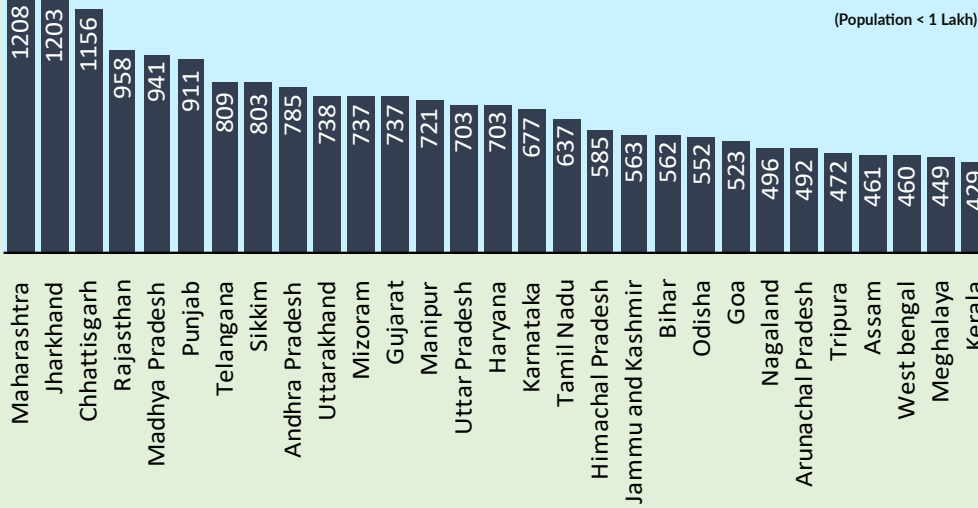
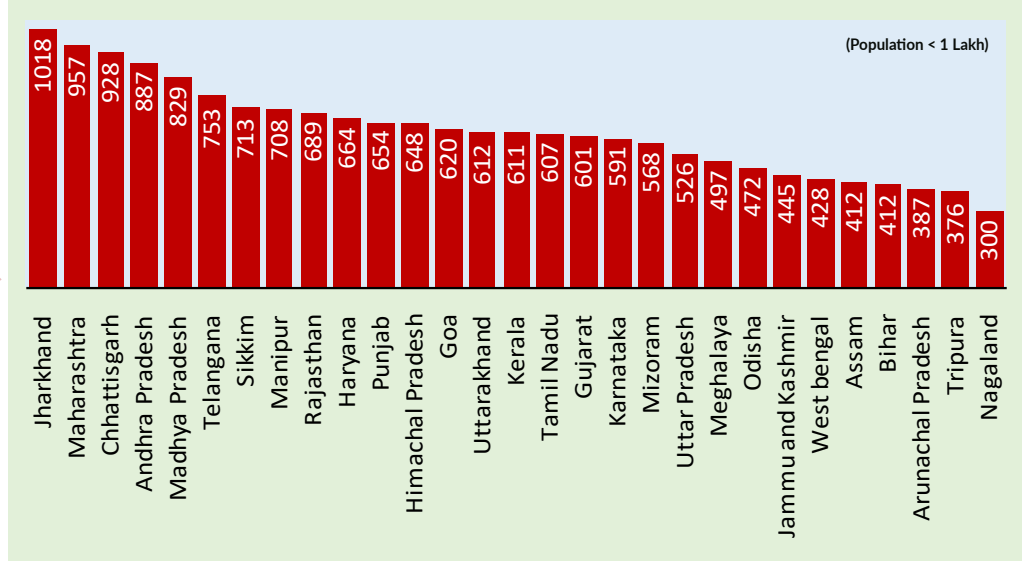


State-Wise Average Total Scores

State-Wise Average SLP Scores

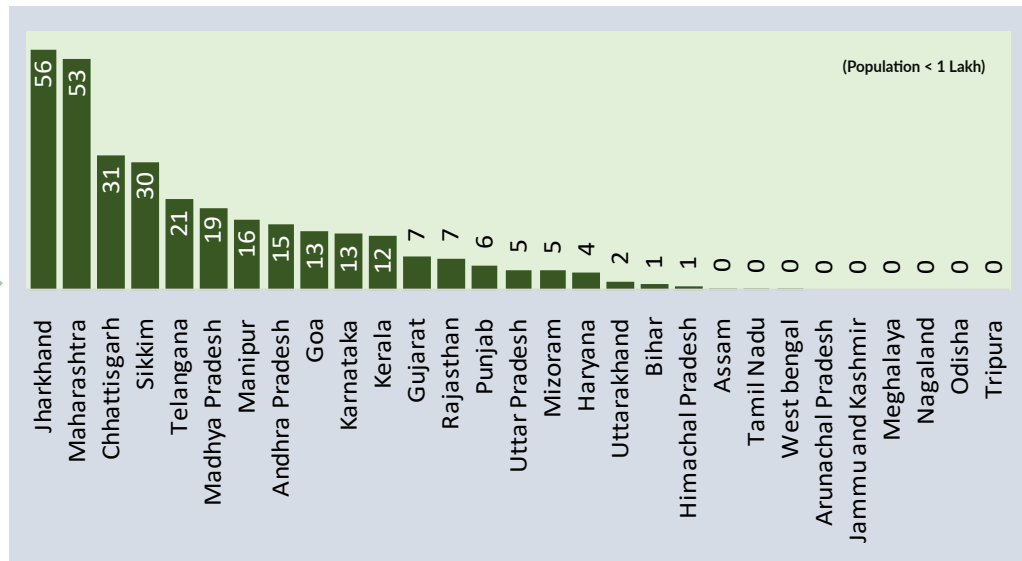


State-Wise Average DO Scores



State-Wise Average CFB Scores

State-Wise Average SWM Scores



SWACHH
SURVEKSHAN
2018



THE SURVEY DELIVERY PROCESS



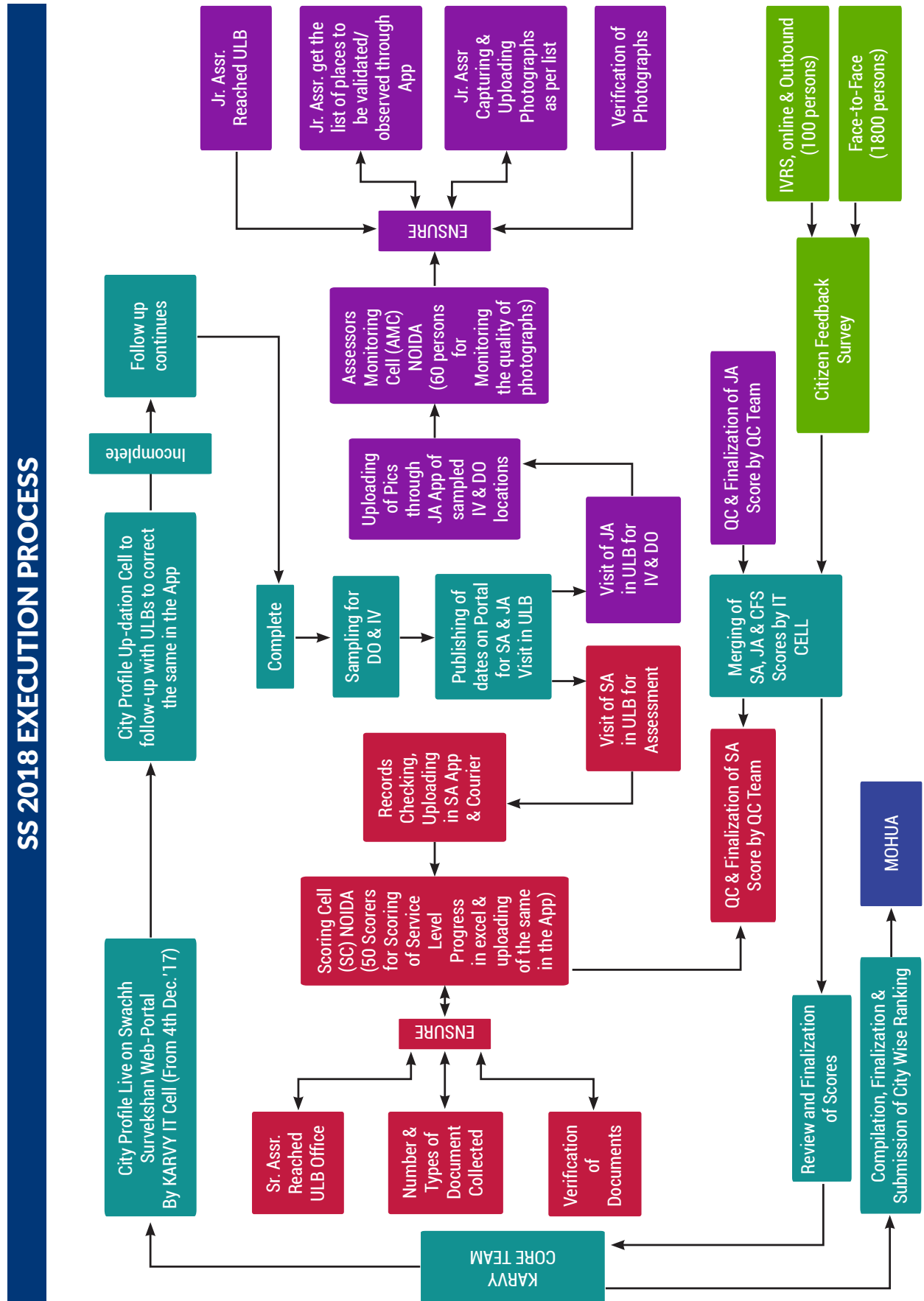


THE SURVEY DELIVERY PROCESS

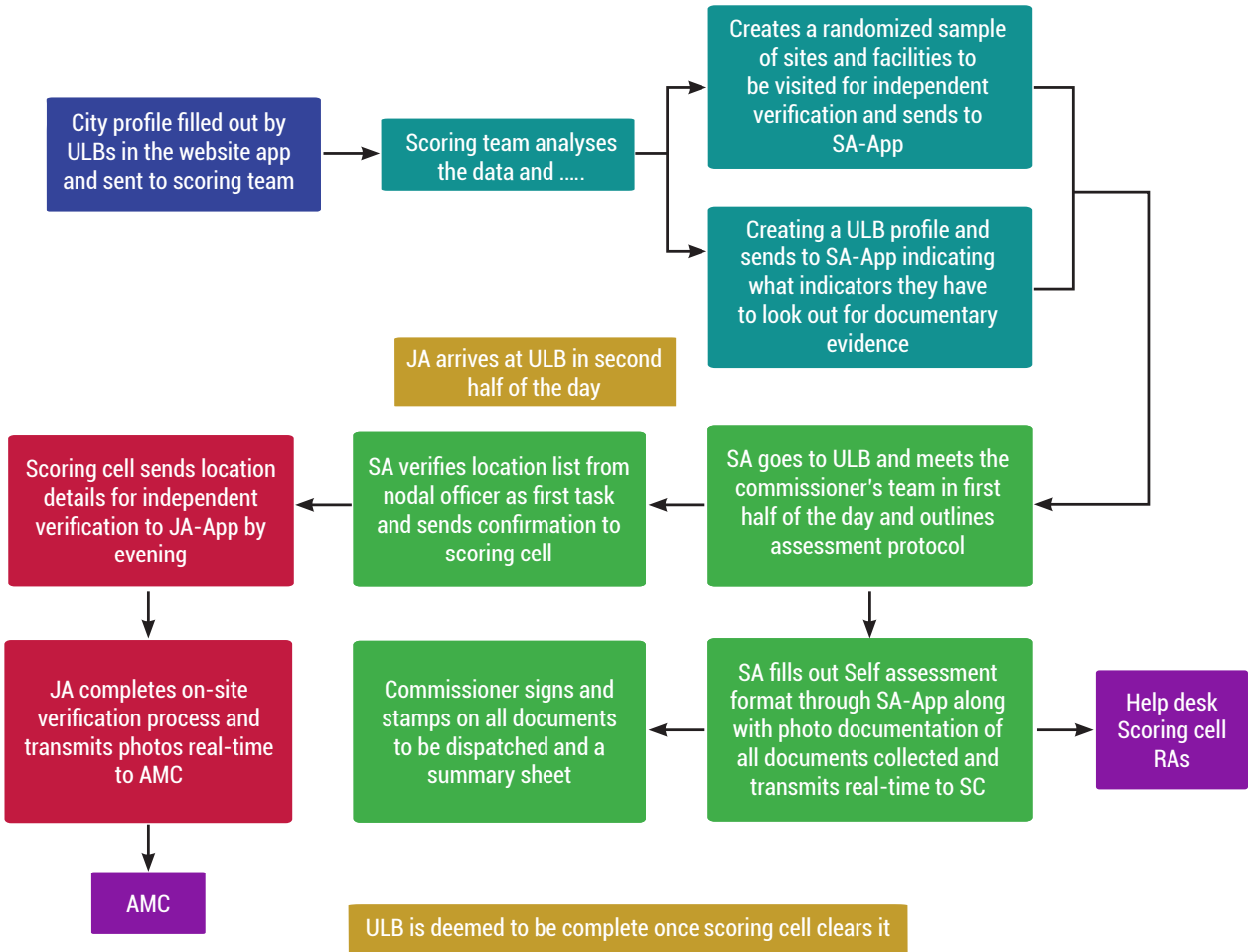
The execution of Swachh Survekshan 2018 essentially comprised of 6 independent modules which were inter-connected through dependencies. These were as follows:

<p style="text-align: center;">Operations Cell</p> <ul style="list-style-type: none"> ✦ Regional and State level controllers facilitating and monitoring movement of assessors on the ground (221 people) ✦ Over 2700 senior and junior assessors covering 4203 ULBs in 66 days and on an average of 2 days for SLP and 3 days for IV and DO for a total of 2.3 lakh mandays ✦ 1200 feet on street undertaking 9.7 lakhs F2F citizen feedback contacts ✦ Independent TPA conducting back-checks on ground and via calling 	<p style="text-align: center;">Assessor Monitoring Cell</p> <ul style="list-style-type: none"> ✦ 60 Assessor monitors housed at NOIDA central node with different language capability ✦ 100% real-time monitoring of movement of assessors and photographic evidence synced from site ✦ Checking validity of IV and DO evidence as per sample quota before closing of ULB assessment ✦ IV negative marking on the basis of IV photographic evidence 	<p style="text-align: center;">Scoring Cell</p> <ul style="list-style-type: none"> ✦ 45 scorers housed at NOIDA central node reporting into research and project management team ✦ Language capability (reading and writing) ensuring state specific reorganisation of responsibilities ✦ Responsible for guiding ULBs to correctly fill city profile, and then do randomised sampling for IV and DO based on city profile declarations ✦ First level of scoring based on documentation under ULB and IV
<p style="text-align: center;">IT Cell</p> <ul style="list-style-type: none"> ✦ 6 software engineers manning the IT helpdesk where ULBs called in for assistance in for registering and uploading/ updating city profile ✦ Senior team developing and maintaining www.swachhsurvekshan2018.org dynamic web portal ✦ Development apps for Senior assessor, junior assessor, direct observation, citizen feedback, etc. on Android Platform ✦ Server maintenance and real time syncing of evidences from the ground for monitoring 	<p style="text-align: center;">Call Centre</p> <ul style="list-style-type: none"> ✦ 150 outbound callers trained and lodged in NOIDA call centre ✦ Language capabilities to cover all states and UTs ✦ Conducting 1.6 lakhs outbound calls for administering the citizen feedback survey ✦ Also conducting outbound calling based verification of key indicators for IV 	<p style="text-align: center;">Core Research and Management Team</p> <ul style="list-style-type: none"> ✦ 221 management staff posted in states and at Central office ✦ 5 core research team and 11 research partners forming the core management team ✦ Responsible for QC on City Profile submission, sampling, scoring ✦ Integrated scoring post 3 stages of QC done only by 5 core research team members ✦ Guiding social media presence ✦ Responsible for all deliverables, including final swachhata ranking and client liaison

The entire process of the survey and the assessment and ranking at the back end that was adopted by Karvy has been depicted here under:

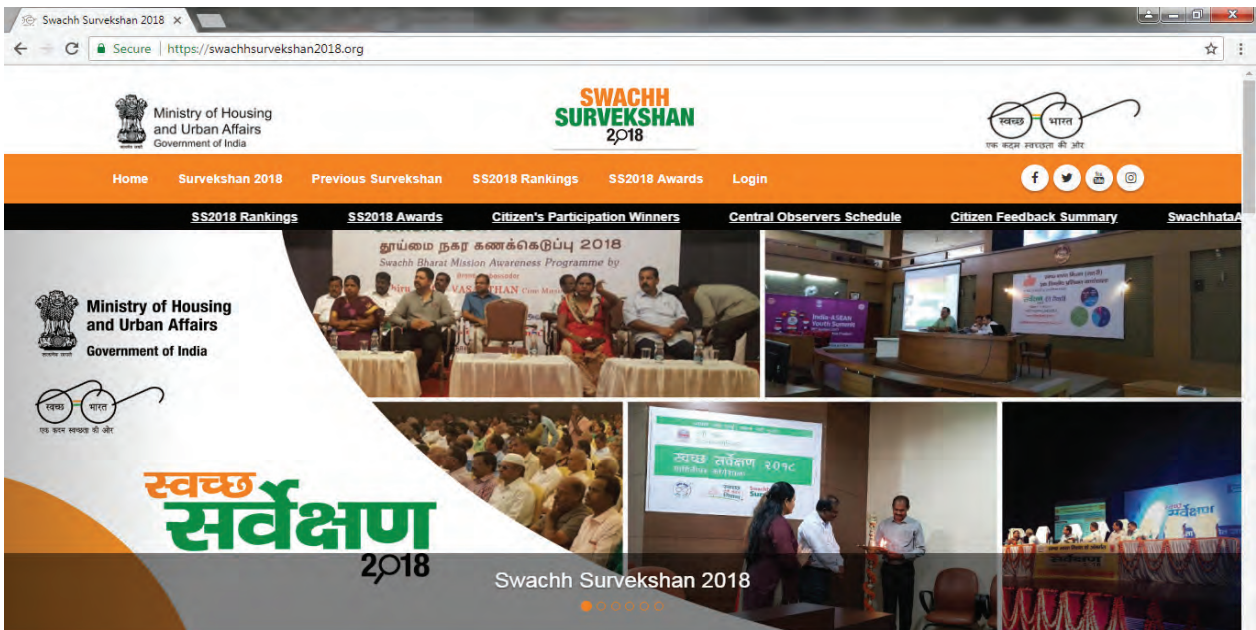


The field operations structure for Swachh Survekshan 2018



SS2018 Products and Services

Web portal and dashboard



A web portal by the name www.swachh survekshan2018.org was registered for this survey and a dashboard was created that contained the following elements:

Survekshan 2018

- ✦ SS2018 Survey Toolkit (in Hindi and English) with a full description of how cities will be assessed and details of each assessment indicator and the supporting documents required under the self-assessment protocol;
- ✦ SS2018 Corrigendum
- ✦ Clarifications

Previous surveys

- ✦ SS2016 Complete Report
- ✦ SS2017 Complete Report
- ✦ 2017 Guidebooks and Brochures

Citizen Feedback

This was a dynamic section that gave a daily updated status on how many citizens from each ULB have taken the Citizen Feedback Survey, either through face-to-face interviews, outbound calling, or online.

It also allowed the user to undertake the survey through the portal.

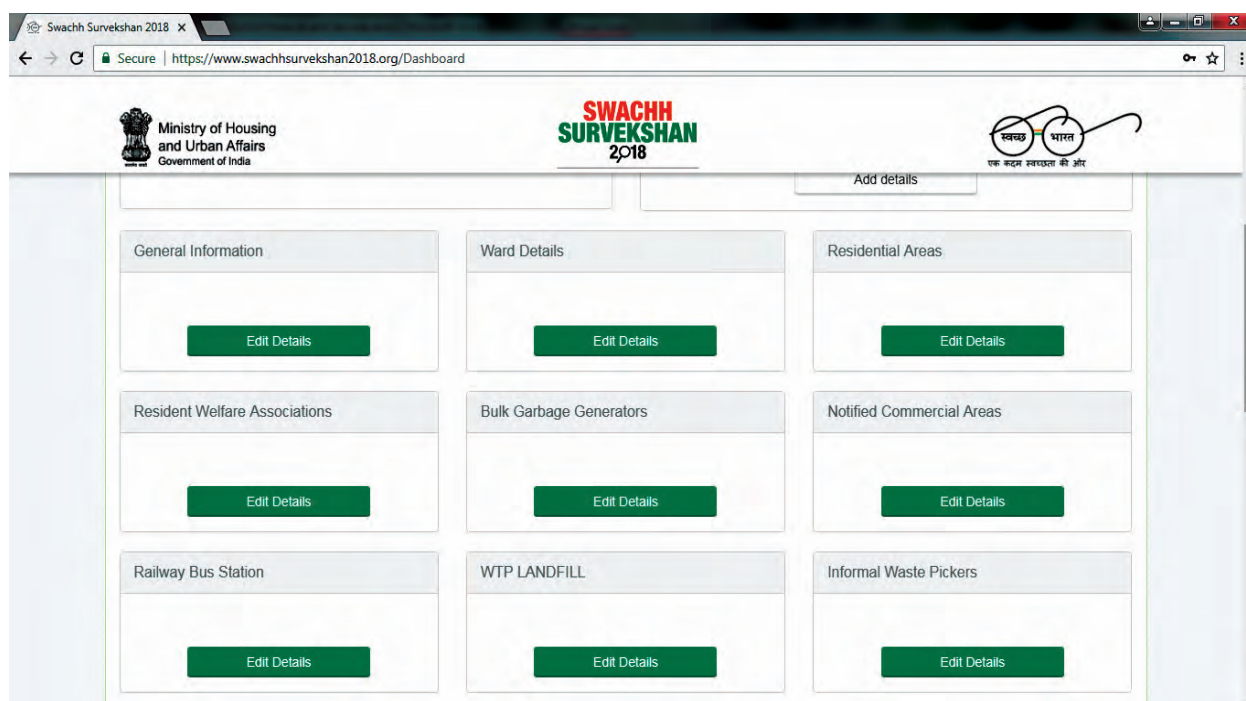
City Profile

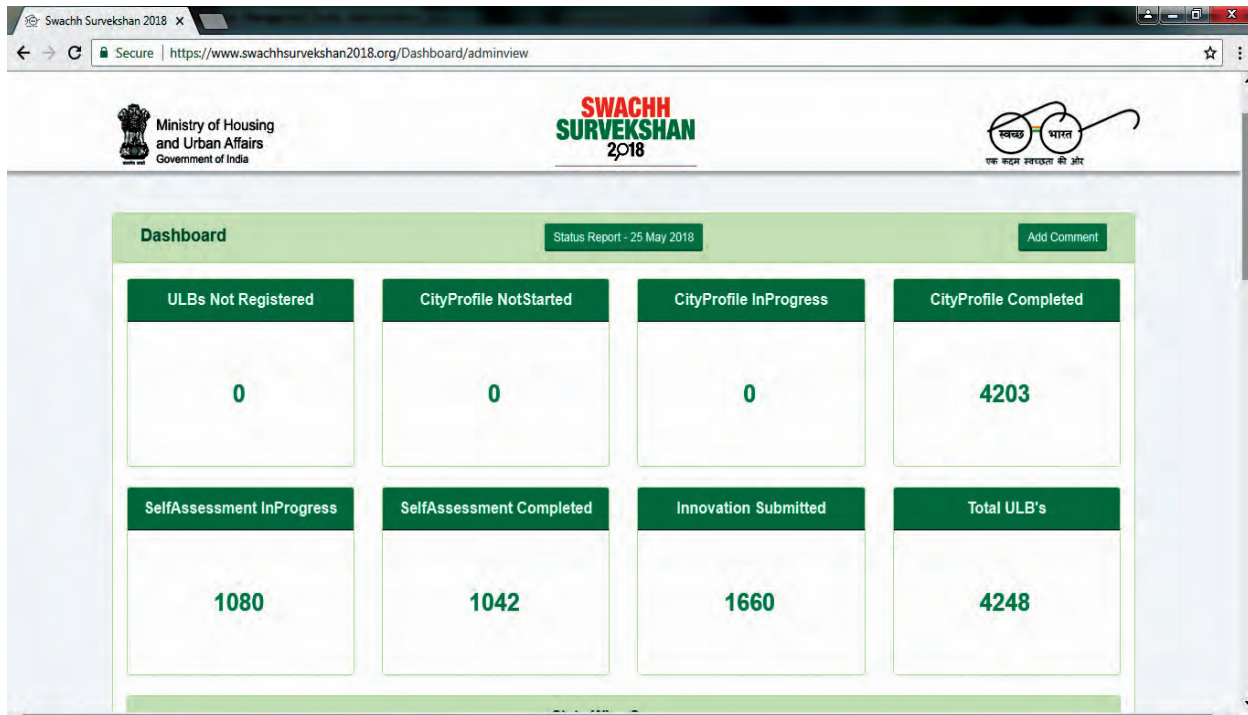
This was one of the most critical components

of the survey. The quality of the information provided by the ULBs in the city profiles led to better sampling for Independent Verification and Direct Observation. No information was equivalent to no-claim as simply providing documents supporting a claim at the time of assessment was not enough to get marks. Marks can only be awarded post verification and if basic locational/identifier information was not provided in the city profile, sampling could not be done and this had impacted marks received under SLP.

For many ULBs who were participating in Swachh Survekshan for the first time, filling out the City Profile in its entirety was a challenge. Hence, despite periods of handholding prior to the assessment dates, many new ULBs had incomplete profiles. Karvy as a policy had allowed such ULBs who could provide documentary evidence of Service Level Progress to go the extra mile and update their city profile information till midnight of day one of the assessment in their city. Since IV and DO was performed from day 3 onwards, this gave the central team of scorers enough time to update their sampling and transmit the same through to the Junior Assessor through their App.

Another feature of this portal was an exclusive built-in dashboard that allowed central PMU and SBM-U representatives as well as each



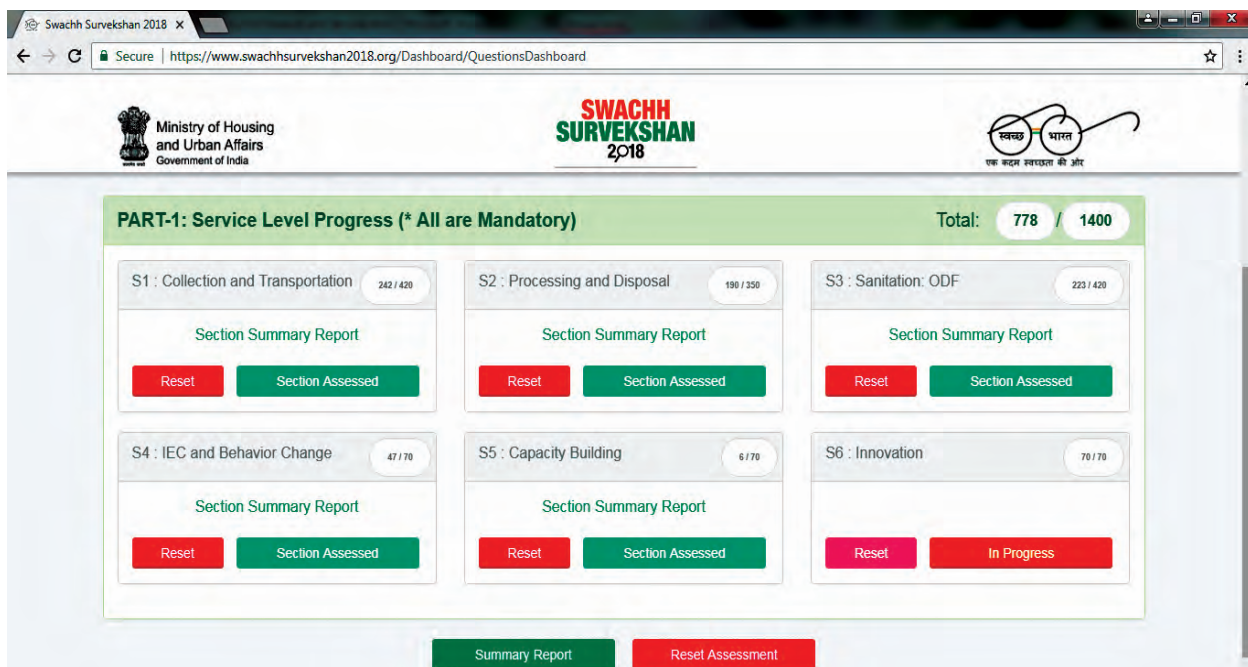


state mission directors (through their unique login ids) to monitor the progress of their states in terms of ULBs registering for the survey, status of filling out city profile (each individual ULB could be tracked on the basis of the percentage of the total profile they had uploaded into the portal).

Self-assessment

This was a special feature designed to help ULBs prepare for the assessment. It had details of each indicator and the documentation

required (and computation of marks) to arrive at a score against each. Using this tool, ULBs could assess the marks they were likely to get given their current level of documentation and where they could improve to increase marks and get a higher rank. All ULB nodal officers were aware that this was primarily a self-assessment tool and not the basis of the final marks. This was merely a practice tool that highlighted the strengths and weakness of each ULB w.r.t. individual SBM indicators at current level of preparedness.



The extensive use of ITES

IT enabled services was extensively used during the survey, primarily to ensure that data being captured by assessors under SLP, IV and DO was reviewed real time, and ULB assessments are kept open till all data received in the form of pictorial evidence are of acceptable quality. The survey questionnaire based on the toolkit was first integrated into the mobile app with flow control and data validations for field auditors along with geotagged picture evidence. The mobile app was designed to require internet for the first time login to authenticate and thereafter could operate in offline mode, both real-time sync and offline sync to server is enabled based on availability of internet. The Apps were multi lingual and covered most of the regional languages; we also enhanced the Apps time-to-time in response to the field level requirements

A Senior Assessor App was developed to be used for capturing the Service Level Progress indicators and Courier tracking. The Junior Assessor App was used to capture the direct observation and Independent validation indicator inputs from the field.

An important advantage of using apps was the aspect of quality control. There were several benefits, as follows:

1. Junior assessors would get the coordinates

and address of the locations they had to visit for IV or DO only on the morning of the day of their visit to the ULB for assessment and not before; hence chances of any leakage of information as to location of the samples to be visited did not arise;

2. All photographs taken by Junior Assessors were automatically geo tagged and time stamped, hence their movements could be verified against the sampled locations provided to them.
3. Every photograph was synced real time (or at least by the same day) so that concurrent feedback could be provided to the assessors by the Assessor Monitoring Cell before the ULB's assessment was closed.

Over 4200 cities were visited by our senior assessors and junior assessors, covering over a million photos captured from the field. The app enabled real time monitoring from the HQ by supervisors to guide the field auditors. The real time monitoring helped the field staff for immediate resolving their doubts as they have a mentor in form of the scorers who is continuously available to him. The App also enabled communication alerts and call connecting facilities so that field assessors could converse with their respective HQ Supervisor.

Daily database backups were maintained

Senior Assessment Monitoring

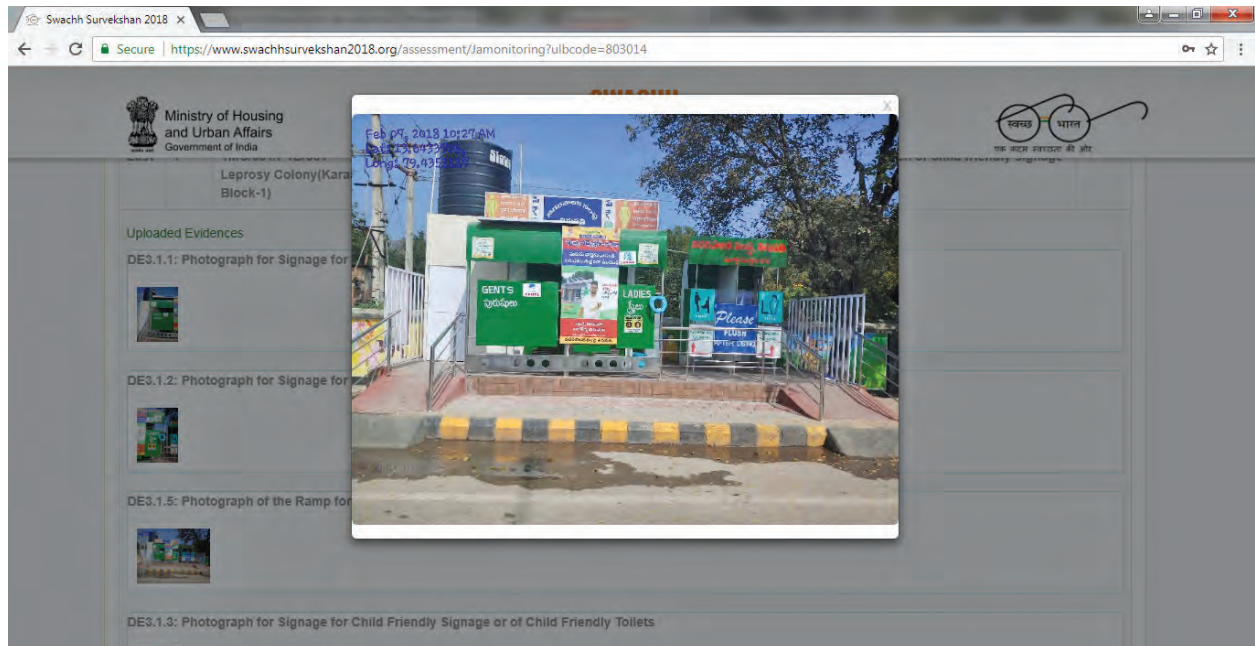
900487 - Ramgarh (CB) Population: 949159

S.No	Section	Questions	SA Score	Scorer Score	Max Score
1	S1: Collection and Transportation	13 / 13	0	0	420
2	S2: Processing and Disposal	8 / 8	0	0	350
3	S3: Sanitation: ODF	8 / 11	0	0	420
4	S4: IEC and Behavior Change	7 / 7	0	0	70
5	S5: Capacity Building	4 / 4	0	0	70
Total		40 / 43			1440

Open Meeting

with remote sync for ensuring quick disaster recovery. The Production environment was built to provide resilience for any failures of hardware and it was hosted in a Karvy Data Center. Expandable cloud managed scale, remote backups, managed disaster recovery, and SAN storage was used to make sure that

the data storage is easily accessible. The data storage and retrieval has been given maximum optimisation as for each ULB close to 150 scanned documents were uploaded and additionally various photographic evidence and videos were also uploaded from the mobile applications.



SS2018 in the Social Media

SS 2018 had a huge presence in the social media and the survey had gone viral across **Twitter** (outreach of 29,17,314), **Facebook** (outreach of 6,04,763) and **Instagram** (outreach of 2,56,648+).

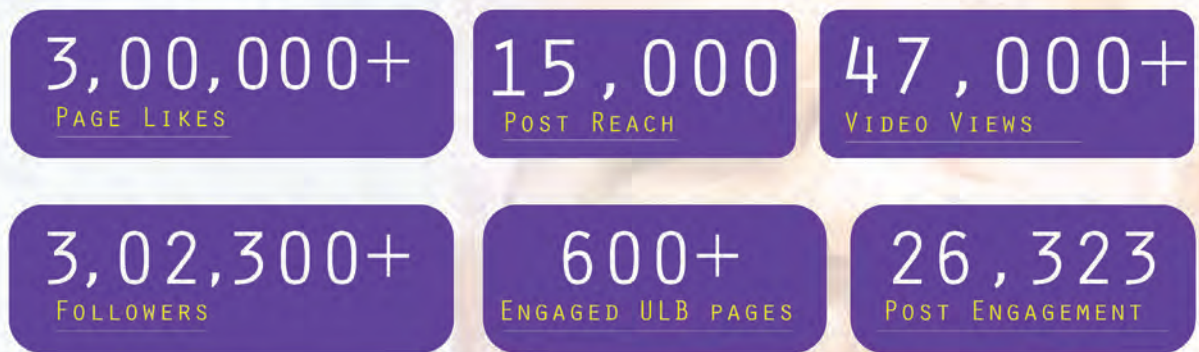
INFLUENCER ACTIVITY



CONTENT HIGHLIGHTS



FACEBOOK OUTREACH



#SWACHHSURVEKSHAN2018

6,04,763
IMPRESSIONS

To popularise the survey in social media, Karvy took two special initiative, viz. the #DONATEABIN CAMPAIGN and the Citizen's Participation Corner.

#DONATEABIN CAMPAIGN

The Viral Fever Stats Published on Social Samosa

Over 3000 memes were created in little more than 24 hours on Twitter, Instagram, and Facebook. The organic reach of the campaign was over 5 million young meme-loving Indians - who all contributed in helping donate dust-bins to the cause of Swachh Bharat with just their wit and humour.



#SWACHHSURVEKSHAN2018

21.6 MILLION
TOTAL REACH

32.5 MILLION
TOTAL IMPRESSIONS

6.5 MILLION
TOTAL VIEWS

Source : <https://www.socialsamosa.com/2018/03/tvfs-world-qtiyapa-day/>

#DONATEABIN CAMPAIGN

#SWACHHSURVEKSHAN2018

THE PRIME MINISTER

CMO CHHATISGARH

ANIL KAPOOR

DEEPA MALIK

Citizen's Participation Corner was an unique initiative taken up for encouraging participation of citizens in the swachhata movement. Through our portal, citizens were encouraged to write to us with photographs/videos of the simple actions they have initiated to keep their neighbourhood clean. This was run for six weeks and winners were chosen on weekly basis who took home a SS2018 Souvenir.



Ministry of Housing and Urban Affairs
Government of India



Note on Innovations and Best Practices

Ministry of Housing and Urban affairs has decided that it will award cities with outstanding performance and practices in the following categories:

1. Sustainable Solutions
2. IEC & Behaviour Change
3. Community Engagement
4. Waste Management
5. Community and Public Toilets

Accordingly, all cities were requested to send in applications for their projects in the aforementioned categories to assessors by

uploading relevant files (write-up, pictures, and videos) onto the Swachh Survekshan 2018 portal at the time of filling out the City profile.

All these submissions, including additional documentation handed over to assessors during SLP assessment, were scrutinized by the Karvy core research team, the PMU of SBM - U, and experts from Environmental Engineering Section, Department of Civil Engineering, Zakir Hussain College of Engineering & Technology, Aligarh Muslim University, Aligarh. This indicator carried a total of 70 marks.



SWACHH SURVEKSHAN 2018



SWACHH SURVEKSHAN 2018



SWACHH
SURVEKSHAN
2018



ASSESSMENT AND SCORING METHODOLOGY





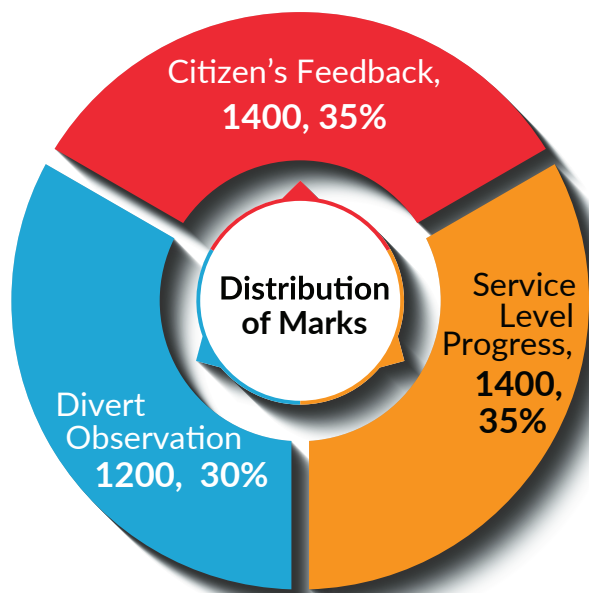
ASSESSMENT AND SCORING METHODOLOGY

Swachh Survekshan 2018, like the two rounds before it, was conducted to study the progress of Swachh Bharat Mission (Urban) and rank Urban Local Bodies in India on the basis of cleanliness and sanitation. The number of ULBs assessed has progressively increased over the years, from a modest 73 metropolitan cities and state capitals in 2016, to 434 in 2017, to a pan India coverage of 4203 ULBs in the current round, including 61 Cantonment Boards. Apart from being almost 10 times larger, in the current survey there has been a significant focus shift from 2017 – from process to outputs, to outcomes, as follows:

- Increased marks to on-ground verification (increased from 25% to 30%) and substantiation by citizens (increased from 30% to 35%)
- Negative marking if on ground situation contradicts claims made on paper
- Increased weight on processing of waste and introduction of innovations and best practices
- New thrust on financial sustainability, especially on recovery of SBM expenses through commercial advertising, leasing, and property and usage taxes
- Focus of segregation of waste at source – and on-site composting, especially at BGGs
-and quality of service and enforcement, including penalties imposed

The data that was collected for assessing the status of ULBs can be segregated into 3 main areas (total of 4000 marks):

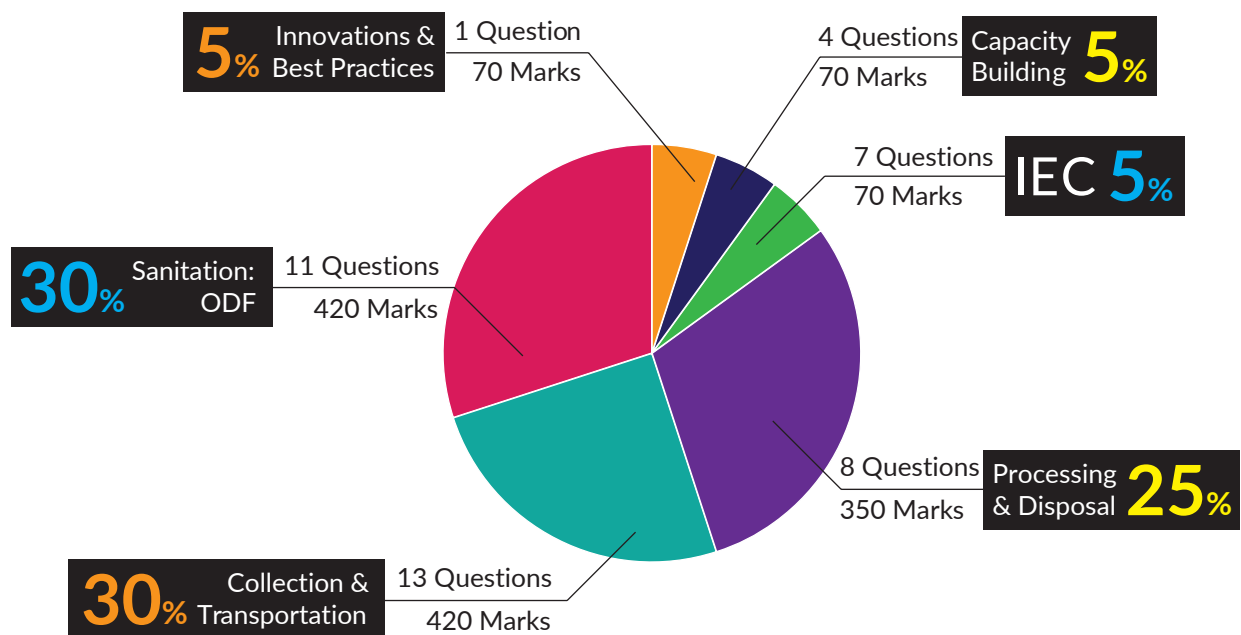
1. Collection of data from and interactions with Municipal Body (1400 marks)
2. Collection of data from Direct Observation (1200 marks)
3. Collection of data from Citizen Feedback (1400 marks)



Part-1: Service Level Progress (Collection and verification of data from municipal body and interactions with officials)

The Municipal Commissioner/Nodal Officer of the ULB had to prepare and provide data/documents required as per Swachh Survekshan-2018 indicators/questions. Further, The Municipal Commissioner/ Nodal Officer could also self-assess the performance of the city as per survey Indicators / questions. The assessors verified each and every document and validated the self-assessment claim on the basis of documentary evidence only. There were a total of 44 indicators associated with Service Level Progress,

broken up into five thematic areas as given below. The documentation being provided from the ULB had to be signed-off by the Municipal Commission/Nodal Officer to avoid any ambiguity/disagreement at later stage. A signed checklist was collected by the assessors and the front page (and any other relevant pages) of each document submitted was also photographed through the Senior Assessor App for reference so that scorers could match the documents provided relevant to each scheme at the back end.



Part-2A: Independent Verification (On-field validation of claims made in the documents submitted under Service Level Progress through observations and third party validation)

The collection of data for this part was based on validation given by citizens (shop keepers, customers, committee members, householders, etc.) of the city as well as photographic documentation of sites and facilities (including demonstration of their functioning). in case of STPs, composing plants, etc. These evidences from the ground was meant to triangulate the documents given by the city and their actual on-ground situation in an effective manner.

independent verification on the ground by the Junior Assessors on a sample basis. If the sample validated the claim made by the ULB in their SLP (even with a minor variation), the marks awarded for that question in SLP was retained. If there was more than a minor variation, then negative marks were introduced and the deduction was progressively higher with the degree of deviation from the claim. This aspect of the survey was highlighted meticulously through communications made by SBM - U to the state Mission Directors and ULB commissioners/nodal persons were careful not to exaggerate their achievements.

Of the total of 44 questions that constituted Service Level Progress, 30 required

Part-2B: Direct Observation (On-field independent observation and collection of data)

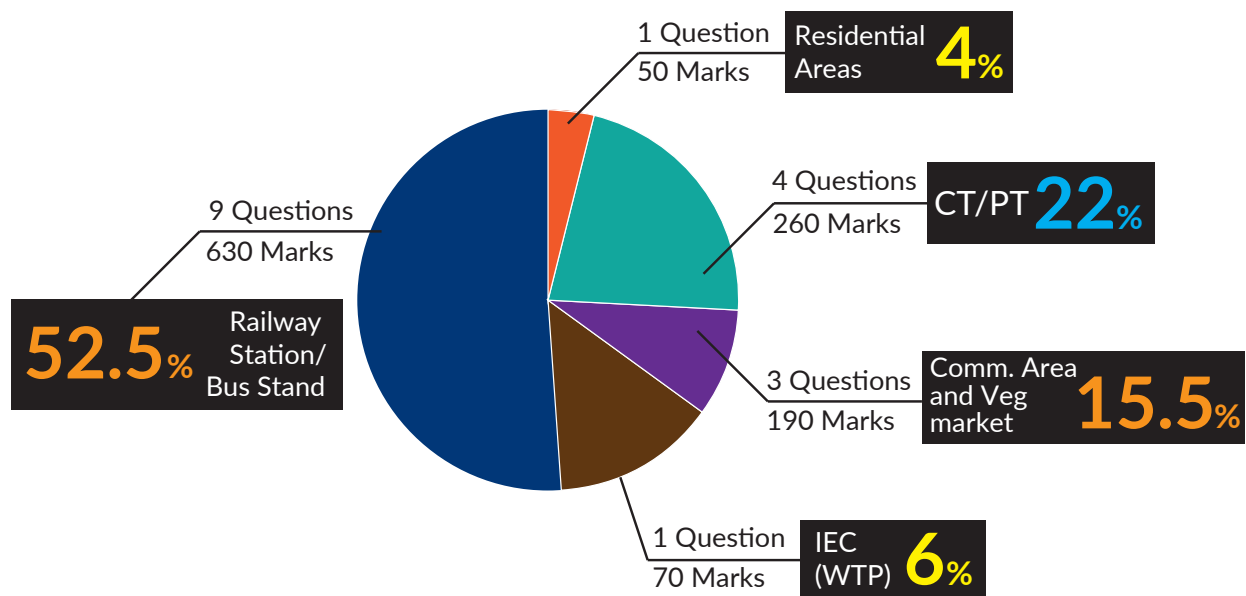
The collection of data from Direct Observation was based on physical observation of the survey agency. This segment comprised of 18 questions with a total of 1200 marks. The questions themselves were used as the tool for observation and data collection. The assessors used GPS coordinates and landmarks provided by the Assessor Monitoring Cell to reach the randomised sampled locations and through the Junior Assessor App downloaded in their mobiles, record their observations (textual) and findings (photographs) at each site. The Central scoring team then did their scoring on the basis of these photos as evidence for field observations, which were all geo tagged and time stamped.

As a part of direct observation, the assessors needed to visit the following places within an ULB (provided there was a claim for points made by the ULB on the basis of documentation and in the Citizen Profile) and thus needed on-ground verification:

- Slum areas: informal settlements and urban villages across the different parts of the city
- Neighborhoods (non-slum locations) including
- Planned colony under municipal jurisdiction
- Unplanned colony
- Commercial/Main public locations:
- Main market area

- Religious Places
- Main Bus Station (Largest Bus station in the city)
- Main Railway Station (Largest Railway station in the city)
- Bulk waste generators viz. hotels, banquet halls, weekly vegetable market areas (one of them)
- Community Toilets
- Public Toilets

The ULBs had to notionally divide their city into North, East, West and South Zones and indicate the zone against each ward. This information was supplied in the city profile which they submitted prior to the survey. This information was used by the sampling team to ensure that all samples drawn had a geographical representation.



Part-C: Citizen Feedback (to be collected from Citizens directly and Swachhata App)

This component of the marking was divided into two parts, viz. citizen’s feedback on 6 key questions, and Swachhata app downloads and redressal performance. The total marks allocated for Citizen Feedback question on the survey was 1000 and that linked to Swachhata App was 400. The six key questions that constituted the survey were as follows:

1. Are you aware that your Urban Local Body /city is participating in Swachh Survekshan 2018 for Swachhata Ranking? (175 marks)
2. Do you find the area where you live cleaner than last year? (175 marks)
3. This year, have you started utilising litter bins placed in public areas in your urban local body/city? (150 marks)
4. Are you satisfied with segregated door-to-door waste collection from your house this year? (175 marks)
5. Do you think the number of public urinals/ toilets have gone - up within your urban local body/city in comparison to last year? (150 marks)
6. Are Community Toilets/Public Toilets now are more clean and accessible within your urban local body/city as compared to a year ago? (175 marks)

Feedback from analysis of Swachhata App data, which consisted of 400 marks, had the following components:

1. Number of ‘Swachhata App’ downloads between Jan’17 – Dec’17 but reverse weighted to make different sizes of ULBs comparable (150 marks);
2. What percentage of complaints are resolved within SLA (Service Level Agreement) time frame (150 marks); and
3. Is your city featured in top-20 cities under ‘Swachhata App’ dynamic ranking (resolution rate) anytime between April and December 2017 (100 marks)



The citizen feedback was taken from five different sources, covering a total of nearly 38 lakh feedback over a period of roughly two months.



9.7L

Through F2F survey



2.8L

Through Swachhata App



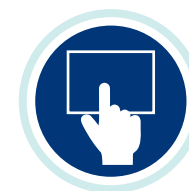
1.6L

Through outbound calling



1.2L

Through IVRS 1969



21.2L

Through web portal using OTP

Award Categories

There are several award categories for their current Survekshan, some at the national level and some at the zonal level. The cities/town that have a population of more than 1 lakh, or are smaller state capitals and UTs, are eligible for the national level awards. Cities that are smaller (population of less than 1 lakh) are being considered for zonal awards.

Apart from this, states are encouraged to give their own awards based on the performance of ULBs within a state. The award categories are as follows:

National awards (for all ULBs with a population of 1 lakh or more or are smaller state capitals and UTs)	
Winner - India's cleanest city	Based on total survekshan score out of 4000
First runner up - India's cleanest city	
Second runner up - India's cleanest city	
3 categories: India's largest cities (> 10 lakh population); India's medium cities (3-10 lakhs population); India's small cities (1-3 lakhs); All following awards are for each of the 3 categories.	
Winner - Cleanest city	Based on total survekshan score out of 4000 for each population category
Winner - Fastest Mover	Based on 2018 overall rank based on total survekshan score (out of all 485 ULBs above 1 lakh population) and the rank achieved in 2017 survekshan
Winner - Best City in 'Citizen Feedback'	Based on total score achieved out of 1400 under Citizen Feedback
Winner - Best City in 'Innovation & Best Practices'	Based on total score achieved out of 70 under Innovations and Best Practices
Winner - India's Best City in 'Solid Waste Management'	Based on total score achieved out of 476 from 11 indicators pertaining to SWM under SLP
Zonal awards (for all ULBs with a population of less than 1 lakh)	
5 zones (North, East, Northeast, South and West): All following awards are for each of the 5 zones.	
Winner - Cleanest city in the zone	Same as above
Winner - Best City in 'Citizen Feedback' in the zone	Same as above
Winner - Best City in 'Innovation & Best Practices' in the zone	Same as above
Winner - India's Best City in 'Solid Waste Management' in the zone	Same as above
Cantonment Board awards	
Winner - Cleanest Cantonment Board Winner: Rank 1 First Runners Up: Rank 2 Second Runners Up: Rank 3	Same as above
Winner - Best Cantonment Board in 'Citizen Feedback'	Same as above
Winner - Best Cantonment Board in 'Innovation & Best Practices'	Same as above
Winner - India's Best Cantonment Board in 'Solid Waste Management'	Same as above

SWACHH
SURVEKSHAN
2018



SURVEY RESULTS





SURVEY RESULTS: THE TOP 100

TABLE 1
Ranking Of 100 ULBs On Basis Of Total Score
(More than 1 Lakh Population)

SS2018 Ranking	Name of ULB	Name of State/UT	Service Level Progress (1400 M)	Direct Observation (1200 M)	Citizen Feedback & Swachhata App (1400 M)	Overall Marks (4000M)
1	Indore	Madhya Pradesh	1359	1189	1159	3707
2	Bhopal	Madhya Pradesh	1305	1179	1205	3689
3	Chandigarh	Chandigarh (UT)	1191	1139	1319	3649
4	New Delhi (NDMC)	Delhi	1354	1158	1085	3597
5	Vijayawada	Andhra Pradesh	1120	1195	1265	3580
6	Tirupati	Andhra Pradesh	1207	1125	1244	3576
7	Visakhapatnam (GVMC)	Andhra Pradesh	1209	1107	1231	3547
8	Mysore	Karnataka	1312	1159	1069	3540
9	Navi Mumbai	Maharashtra	1216	1133	1187	3536
10	Pune	Maharashtra	1191	1159	1121	3471
11	Ambikapur	Chhattisgarh	1106	1079	1274	3459
12	Ahmadabad	Gujarat	1162	1066	1145	3373
13	Tiruchirappalli	Tamil Nadu	961	1141	1250	3352
14	Surat	Gujarat	941	1193	1185	3318
15	Khargone	Madhya Pradesh	952	1073	1272	3297
16	Coimbatore	Tamil Nadu	1219	983	1090	3292
17	Ujjain	Madhya Pradesh	879	1118	1201	3198
18	Greater Mumbai	Maharashtra	904	1071	1200	3175
19	Chas	Jharkhand	749	1156	1268	3173
20	Mango	Jharkhand	696	1162	1303	3162
21	Ranchi	Jharkhand	752	1169	1225	3146
22	Bilaspur	Chhattisgarh	716	1166	1254	3136
23	Singrauli	Madhya Pradesh	788	1045	1290	3122
24	Mandsaur	Madhya Pradesh	755	1089	1258	3103
25	Jabalpur	Madhya Pradesh	738	1129	1229	3096
26	Gandhinagar	Gujarat	914	995	1187	3096
27	Greater Hyderabad	Telangana	973	1177	942	3092
28	Gwalior	Madhya Pradesh	728	1104	1251	3083

SS2018 Ranking	Name of ULB	Name of State/UT	Service Level Progress (1400 M)	Direct Observation (1200 M)	Citizen Feedback & Swachhata App (1400 M)	Overall Marks (4000M)
29	Varanasi	Uttar Pradesh	852	971	1229	3052
30	Jamshedpur	Jharkhand	593	1189	1265	3047
31	Warangal	Telangana	789	1020	1236	3045
32	South Delhi (SDMC)	Delhi	833	987	1209	3029
33	Vapi	Gujarat	651	1120	1248	3019
34	Parbhani	Maharashtra	578	1154	1275	3007
35	Rajkot	Gujarat	743	1158	1100	3000
36	Ghaziabad	Uttar Pradesh	779	1034	1180	2993
37	Korba	Chhattisgarh	642	1126	1222	2989
38	Durg	Chhattisgarh	664	1108	1200	2972
39	Jaipur	Rajasthan	844	1180	946	2971
40	Thane	Maharashtra	629	1118	1220	2967
41	Karnal	Haryana	696	1060	1201	2958
42	Chhindwara	Madhya Pradesh	493	1193	1259	2944
43	Pimpri Chinchwad	Maharashtra	743	1111	1082	2935
44	Vadodara	Gujarat	930	983	1012	2925
45	Suryapet	Telangana	584	1068	1270	2922
46	Sagar	Madhya Pradesh	799	877	1246	2922
47	Mira-Bhayandar	Maharashtra	583	1155	1166	2903
48	Achalpur	Maharashtra	519	1114	1270	2903
49	Rewa	Madhya Pradesh	501	1161	1231	2893
50	Wardha	Maharashtra	568	1105	1201	2873
51	Erode	Tamil Nadu	520	1124	1213	2857
52	Mangaluru	Karnataka	951	916	981	2848
53	Dhanbad	Jharkhand	513	1112	1223	2848
54	Raigarh	Chhattisgarh	548	1107	1181	2836
55	Nagpur	Maharashtra	639	1165	1031	2835
56	Deoghar	Jharkhand	406	1152	1276	2835
57	Satara	Maharashtra	454	1136	1225	2815
58	Giridih	Jharkhand	439	1057	1317	2813
59	Rajnandgaon	Chhattisgarh	415	1175	1217	2807
60	Jhansi	Uttar Pradesh	545	1070	1191	2805
61	Vasai-Virar City	Maharashtra	591	1038	1175	2804
62	Pithampur	Madhya Pradesh	454	1112	1230	2796
63	Nashik	Maharashtra	667	1110	1009	2786
64	Adityapur	Jharkhand	446	1056	1270	2772

SS2018 Ranking	Name of ULB	Name of State/UT	Service Level Progress (1400 M)	Direct Observation (1200 M)	Citizen Feedback & Swachhata App (1400 M)	Overall Marks (4000M)
65	Kanpur	Uttar Pradesh	679	848	1243	2771
66	Bharuch	Gujarat	683	854	1225	2762
67	Ambarnath	Maharashtra	576	995	1161	2731
68	Dewas	Madhya Pradesh	450	1108	1165	2723
69	Bhusawal	Maharashtra	391	1043	1288	2722
70	Neemuch	Madhya Pradesh	456	1031	1229	2716
71	Bhilai Nagar	Chhattisgarh	519	1150	1046	2715
72	Ratlam	Madhya Pradesh	319	1154	1239	2712
73	Karimnagar	Telangana	486	1079	1144	2709
74	Kolhapur	Maharashtra	481	1051	1153	2686
75	Hoshangabad	Madhya Pradesh	405	1012	1258	2674
76	Gondia	Maharashtra	379	1116	1178	2673
77	Osmanabad	Maharashtra	516	991	1162	2669
78	Dhule	Maharashtra	286	1139	1238	2664
79	Nagda	Madhya Pradesh	447	934	1280	2661
80	Ichalkaranji	Maharashtra	336	1090	1233	2659
81	Burhanpur	Madhya Pradesh	356	1177	1111	2644
82	Barshi	Maharashtra	452	991	1197	2640
83	Ongole	Andhra Pradesh	620	1118	900	2638
84	Jalgaon	Maharashtra	470	967	1197	2634
85	Udaipur	Rajasthan	564	940	1118	2623
86	Solapur	Maharashtra	546	993	1081	2620
87	Panvel	Maharashtra	611	890	1118	2619
88	Navsari	Gujarat	478	990	1148	2615
89	Rohtak	Haryana	295	1102	1218	2614
90	Malegaon	Maharashtra	416	1087	1111	2614
91	Chandrapur	Maharashtra	402	972	1237	2610
92	Chhatarpur	Madhya Pradesh	551	910	1149	2609
93	Satna	Madhya Pradesh	339	1026	1240	2605
94	Gangtok	Sikkim	765	1011	825	2601
95	Chittoor	Andhra Pradesh	352	1154	1094	2599
96	Hazaribag	Jharkhand	295	1051	1252	2597
97	Kalyan	Maharashtra	574	992	1031	2597
98	Bhiwandi	Maharashtra	621	953	1021	2595
99	Khandwa	Madhya Pradesh	394	1036	1158	2588
100	Chennai	Tamil Nadu	699	915	972	2586

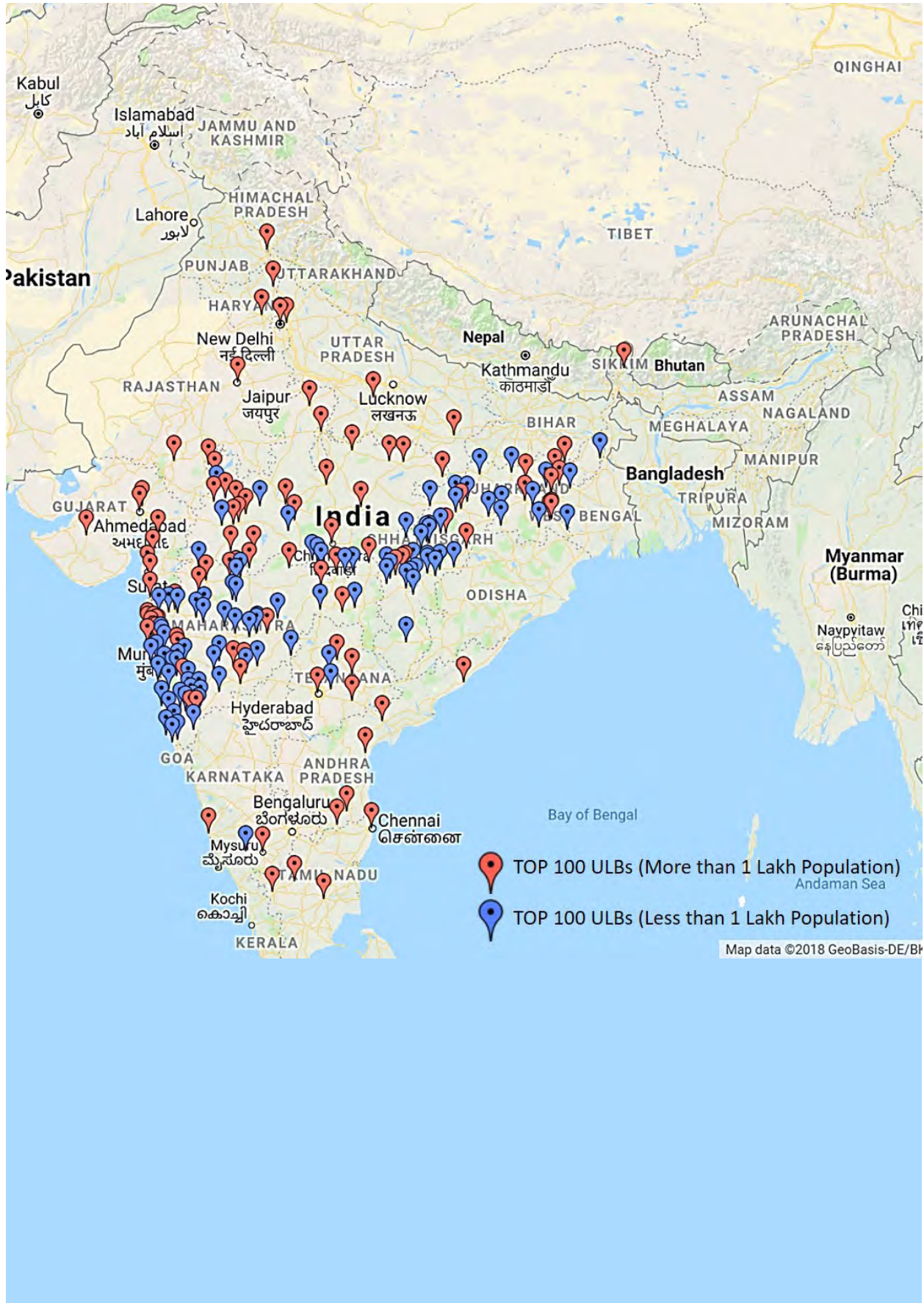
TABLE 2
Ranking Of Top 100 ULBs
 (Less than 1 Lakh population)

SS2018 Ranking	Name of the ULB	Name of State	Service Level Progress (1400 M)	Direct Observation (1200 M)	Citizen Feedback & Swachhata App (1400 M)	Overall Marks (4000M)
1	Panchgani	Maharashtra	765	1180	1239	3184
2	Siddipet	Telangana	661	1150	1249	3060
3	Shirdi	Maharashtra	727	1115	1213	3055
4	Bundu	Jharkhand	607	1130	1308	3045
5	Katol	Maharashtra	695	1099	1247	3041
6	Malkapur	Maharashtra	551	1091	1339	2981
7	Lonavala	Maharashtra	567	1154	1239	2960
8	Ausa	Maharashtra	512	1124	1321	2957
9	Bhor	Maharashtra	548	1104	1301	2954
10	Birgaon	Chhattisgarh	510	1173	1270	2954
11	Saraipali	Chhattisgarh	485	1168	1298	2951
12	Jashpur Nagar	Chhattisgarh	419	1189	1339	2948
13	Dhar (M)	Madhya Pradesh	581	1147	1217	2945
14	Chaibasa	Jharkhand	762	1082	1096	2940
15	Lakhanpur	Chhattisgarh	485	1162	1287	2934
16	Dongargarh	Chhattisgarh	540	1170	1223	2932
17	Uran Islampur	Maharashtra	686	997	1248	2931
18	Vengurla	Maharashtra	495	1140	1295	2930
19	Mahabaleshwar	Maharashtra	476	1186	1267	2929
20	Vadgaon Kasba	Maharashtra	562	1105	1258	2925
21	Dipka	Chhattisgarh	456	1160	1303	2918
22	Gumla	Jharkhand	514	1097	1306	2917
23	Vaijapur	Maharashtra	615	1018	1283	2916
24	Bagbahara	Chhattisgarh	400	1153	1349	2902
25	Vita	Maharashtra	622	1058	1216	2896
26	Mahad	Maharashtra	501	1074	1320	2895
27	Sillod	Maharashtra	432	1134	1328	2894
28	Matheran	Maharashtra	503	1085	1304	2892
29	Phusro	Jharkhand	480	1113	1295	2888
30	Sasvad	Maharashtra	500	1121	1265	2886
31	Paithan	Maharashtra	410	1158	1304	2871

SS2018 Ranking	Name of the ULB	Name of State	Service Level Progress (1400 M)	Direct Observation (1200 M)	Citizen Feedback & Swachhata App (1400 M)	Overall Marks (4000M)
32	Manjalgaon	Maharashtra	403	1124	1341	2869
33	Murud Janjira	Maharashtra	469	1151	1247	2868
34	Gurur	Chhattisgarh	462	1059	1338	2858
35	Pakur	Jharkhand	495	1073	1286	2853
36	Kankavli	Maharashtra	469	1147	1236	2853
37	Polaykalan	Madhya Pradesh	431	1147	1269	2848
38	Shendurjana Ghat	Maharashtra	412	1093	1341	2846
39	Karad	Maharashtra	427	1169	1249	2845
40	Ratnagiri	Maharashtra	457	1142	1246	2844
41	Tifra	Chhattisgarh	352	1154	1337	2843
42	Pathariya	Chhattisgarh	439	1146	1257	2843
43	Piriyapatna	Karnataka	516	1110	1212	2838
44	Deglur	Maharashtra	472	1121	1239	2832
45	Dongargaon	Chhattisgarh	463	1074	1294	2830
46	Jamner	Maharashtra	556	1031	1239	2827
47	Mowad	Maharashtra	549	1020	1255	2824
48	Mul	Maharashtra	501	1028	1293	2822
49	Bhongir	Telangana	452	1158	1211	2822
50	Tuljapur	Maharashtra	591	905	1314	2810
51	Dhamtari	Chhattisgarh	459	1177	1172	2808
52	Sakari	Chhattisgarh	308	1194	1299	2801
53	Georai	Maharashtra	620	956	1224	2801
54	Mouda	Maharashtra	575	979	1245	2800
55	Bhokardan	Maharashtra	311	1162	1327	2799
56	Manwath (Maharashtra	386	1115	1298	2799
57	Pandharkaoda	Maharashtra	593	1029	1177	2799
58	Sangola	Maharashtra	547	980	1271	2798
59	Gadhinglaj	Maharashtra	520	1007	1269	2796
60	Hingoli	Maharashtra	523	996	1273	2792
61	Karjat	Maharashtra	494	1036	1258	2788
62	Mahasamund	Chhattisgarh	344	1138	1306	2788
63	Tasgaon	Maharashtra	613	916	1258	2788
64	Sawantwadi	Maharashtra	517	1068	1200	2785
65	Jaysingpur	Maharashtra	526	1147	1111	2785

SS2018 Ranking	Name of the ULB	Name of State	Service Level Progress (1400 M)	Direct Observation (1200 M)	Citizen Feedback & Swachhata App (1400 M)	Overall Marks (4000M)
66	Seoni-Malwa	Madhya Pradesh	444	1030	1306	2781
67	Simdega	Jharkhand	404	1188	1186	2779
68	Indapur	Maharashtra	360	1129	1289	2778
69	Narharpur	Chhattisgarh	353	1045	1377	2775
70	Panhala	Maharashtra	431	1192	1150	2773
71	Chirkunda	Jharkhand	474	1088	1210	2773
72	Bhagur	Maharashtra	422	1103	1246	2771
73	Chakulia	Jharkhand	498	1065	1205	2768
74	Garhwa	Jharkhand	464	1111	1188	2763
75	Varangaon	Maharashtra	444	1052	1266	2763
76	Jawhar	Maharashtra	394	1103	1262	2758
77	Jarhi	Chhattisgarh	352	1175	1229	2756
78	Malwan	Maharashtra	405	1123	1227	2755
79	Dondaicha-Warwade	Maharashtra	450	1055	1248	2753
80	Rajapur	Maharashtra	355	1179	1218	2752
81	Trimbak	Maharashtra	507	1071	1173	2751
82	Ambagarh Chowki	Chhattisgarh	277	1104	1370	2751
83	Tumgaon	Chhattisgarh	270	1133	1347	2750
84	Jaora	Madhya Pradesh	437	1174	1138	2750
85	Khongapani	Chhattisgarh	401	1094	1254	2750
86	Roha Ashtami	Maharashtra	366	1111	1272	2749
87	Rahimatpur	Maharashtra	407	1053	1289	2748
88	Chatra	Jharkhand	461	1059	1228	2748
89	Bhandara	Maharashtra	378	1116	1254	2748
90	Kurud	Chhattisgarh	267	1124	1356	2747
91	khed	Maharashtra	444	1110	1192	2746
92	Geedam	Chhattisgarh	414	963	1366	2743
93	Karmala	Maharashtra	384	1097	1261	2743
94	Rajpur	Chhattisgarh	328	1083	1329	2740
95	Shrirampur	Maharashtra	421	1113	1205	2739
96	Pathri	Maharashtra	516	1058	1164	2738
97	Pithora	Chhattisgarh	288	1091	1356	2734
98	Dapoli	Maharashtra	579	818	1337	2733
99	Pandariya	Chhattisgarh	384	1103	1245	2733
100	Maro	Chhattisgarh	300	1132	1300	2732

Location Of The Top 100 Cities Of Each Category



SWACHH
SURVEKSHAN
2018



THE LIST OF AWARDEES





NATIONAL LEVEL AWARDS

TABLE 3: Awarded ULBs - Overall National Level Ranking

Sl. No.	Award Category	Name Of The ULB
1	India's Cleanest City - Rank No. 1	Indore Municipal Corporation
2	India's Cleanest City - Rank No. 2	Bhopal Municipal Corporation
3	India's Cleanest City - Rank No. 3	Chandigarh Municipal Corporation

TABLE 4: Awarded ULBs - National Level (Above 10 Lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	India's Cleanest Large City	Vijayawada Municipal Corporation
2	India's Fastest Moving Large City	Ghaziabad Municipal Corporation
3	India's Best Large City in 'Citizen Feedback'	Kota Nagar Nigam
4	India's Best Large City in 'Innovation & Best Practices'	Nagpur Municipal Corporation
5	India's Best Large City in 'Solid Waste Management'	Navi Mumbai Municipal Corporation

TABLE 5: Awarded ULBs - National Level (Above 3-10 Lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	India's Cleanest Medium City	Mysuru City Corporation
2	India's Fastest Moving Medium City	Bhiwandi Municipal Corporation
3	India's Best Medium City in 'Citizen Feedback'	Parbhani City Municipal Corporation
4	India's Best Medium City in 'Innovation & Best Practices'	Aligarh Nagar Nigam
5	India's Best Medium City in 'Solid Waste Management'	Mangaluru City Corporation

TABLE 6: Awarded ULBs - National Level (Above 1-3 Lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	India's 'Cleanest Small City'	New Delhi Municipal Council (NDMC)
2	India's 'Fastest Moving' Small City	Bhusawal Municipal Council
3	India's Best Small City in 'Citizen Feedback'	Giridih Nagar Parishad
4	India's Best Small City in 'Innovation & Best Practices'	Ambikapur Municipal Corporation
5	India's Best Small City in 'Solid Waste Management'	Tirupati Municipal Corporation

TABLE 7: Awarded ULBs - National Level (State Capital/Union Territory)

Sl. No.	Award Category	Name Of The ULB
1	India's Cleanest State Capital/UT	Municipal Corporation of Greater Mumbai (MCGM)
2	India's 'Fastest Moving' State Capital/UT	Jaipur Municipal Corporation
3	India's Best State Capital/UT in 'Citizen Feedback'	Ranchi Municipal Corporation
4	India's Best State Capital/UT in 'Innovation & Best Practices'	Panaji Municipal Corporation
5	India's Best State Capital/UT in 'Solid Waste Management'	Greater Hyderabad Municipal Corporation





THE CLEANEST CITIES OF INDIA



INDORE MUNICIPAL CORPORATION WINNER India's Cleanest City



**1st
RANK**

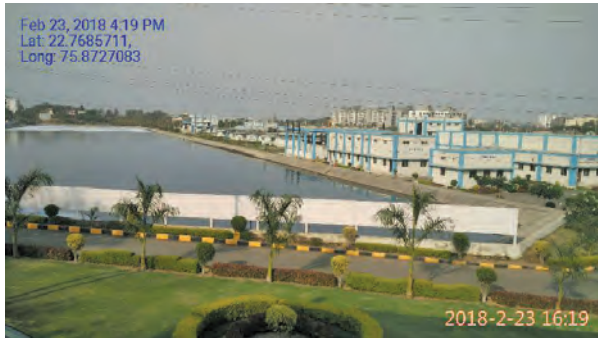
Award Type	Cleanliness
Category	National
Sub-Category	Overall

**ALL INDIA RANK
SS2018: #1**

**ALL INDIA RANK
SS2017: #1**

Total	3707/4000
Part 1 After Validation : 1359 /1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1189/1200 (On-Ground Observation)	
Citizen Feedback : 1159/1400 (Citizen Feedback Along With Swachata App Downloads)	

Indore is the largest and densely populated city of Madhya Pradesh. Considered as the education hub and home to India's third oldest stock exchange, it is also well known as the financial capital of Madhya Pradesh. It was ranked 25th in the first ever Swachh Survekshan in 2016. The city under the guidance and leadership of Mr. Manish Singh, Commissioner (IMC), Ms. Malini



Gaud, Mayor (IMC) and most importantly, the citizens of Indore worked towards a single goal, becoming the cleanest city in the country. Their efforts paid off when in Swachh Survekshan 2017, Indore Municipal Corporation was adjudged as the Cleanest City of India. The day the results were declared, Indore termed it as not the end but a new beginning. The new goal of retaining the title of “India’s Cleanest City” was set, a new slogan “Indore Rahega No. 1” was coined and each and every citizen under the guidance of the Municipal Corporation staff started working towards it. The new goal was achieved when on 16th May, 2018, Mr. Hardeep Singh Puri, Minister of State (Independent Charge), MoHUA declared the awardees of Swachh Survekshan 2018 and Indore Municipal Corporation successfully defended their title and was adjudged as the Cleanest City of India for the second year in a row.

The IMC has performed exceptionally well by scoring the highest marks under municipal documentation (Service Level Progress). Indore is also one of the cities, whose 100% SLP claims were found.

Indore Municipal Corporation has collaborated with various RWAs and BGGs and have been successful in developing on-site processing facilities of organic waste for all of their 320 Bulk Garbage Generators within the city. The city has also been able to achieve more than 90% segregation of waste at source from both residential and commercial areas. All the 85 wards of Indore undertake door-to-door garbage collection and 100% of the total waste collected (approximately 1101 MT) per day is transported to the waste processing facility.

All the commercial areas in the city have twin bins for public usage and each is emptied twice a day. All are monitored through ICT based technology at the command centre. Roads and personal community spaces of all the residential as well as commercial areas were found to be 100% clean as it is swept by twice a day. A team of inspectors along with ULB officials constantly scan the city and penalize offenders for littering, open urination and open defecation.

Indore Municipal Corporation has a 100% financially sustainable model to recover Operation & Maintenance cost of ‘Solid Waste Management’ by property tax cum user charge. The city is ‘Open Defecation Free’ certified and all existing community/ public toilets were found clean & well maintained and this cost is recovered by CTs/PTs monetization strategies, and most of the CTs/PTs has been outsourced. The city has a sanitary landfill with a leachate pumping station.

All the approved application under IHHL sub-





sidary scheme has been closed by constructing IHHL (Individual Household La-trines) with tapped water connection. The city has a well functional Sewage treatment plant which is highly efficient. A dedicated PIU (Program Implementation Unit) has been engaged by Indore

Municipal Corporation, which is highly active towards 'Swachh activities'.



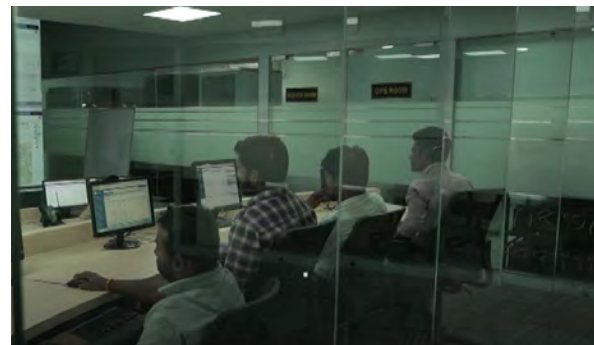
toilets, vegetable and fruit markets, railway station and bus station, waste treatment plants, etc. Indore's remarkable performance remains an example for other cities to follow.



In the Direct Observation component, Indore Municipal Corporation has a near-perfect score of 1189 marks out of a maximum of 1200. A total of 162 locations were sampled and surveyed by an independent assessor, out of which 160 locations were found to be impeccably clean and satisfying the requirement of the assesment criteria. Among the surveyed locations were several residential and commercial areas, community and public



In the Citizen Feedback component, Indore has a total of 1159 marks out of 1400. As expected from the defending champion, the city successfully completed its target of Swachhata App downloads and usage. The city has also developed its own cleanliness mobile application. With respect to direct feedback taken from citizens, the Indore Municipal Corporation was positively reviewed by over 75% of respondents who were satisfied with the current level of cleanliness in the city, have seen improvements in the city over the past year, and also general satisfaction over the public sanitation facilities provided to the citizens and their maintenance.



BHOPAL MUNICIPAL CORPORATION FIRST RUNNER UP India's Cleanest City



**2nd
RANK**

Award Type	Cleanliness
Category	National
Sub-Category	Overall

ALL INDIA RANK
SS2018: #2

ALL INDIA RANK
SS2017: #2

Total	3689/4000
Part 1 After Validation : 1305/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1179/1200 (On-Ground Observation)	
Citizen Feedback : 1205/1400 (Citizen Feedback Along With Swachata App Downloads)	

Bhopal is the capital of the Indian state of Madhya Pradesh and the administrative headquarters of Bhopal district. Bhopal is known as the 'City of Lakes' for its various natural as well as artificial lakes and is also one of the greenest cities in India. Bhopal, with its central location is very well connected to all corners of the country.



Bhopal has been part of Swachh Survekshan since its inception in 2016. Bhopal Municipal Corporation (BMC) secured the #21 rank in Swachh Survekshan 2016 wherein 73 cities with million+ population had participated. In Swachh Survekshan 2017, Bhopal was adjudged as the second Cleanest City of India among the 435 cities that participated, mostly Class 1 cities with 1 Lakh population. This time around in Swachh Survekshan 2018, Bhopal Municipal Corporation, under the leadership and able guidance of Mr. Alok Sharma, Mayor (BMC) and Ms. Priyanka Das, Commissioner (BMC) was again adjudged as the Second Most Clean City among 4203 cities of India.

Bhopal Municipal Corporation has secured 1305/1400M in Part - I of SS2018. With



the dedicated corporation staff and even more enthusiastic citizens, BMC is able to achieve more than 80% segregation of waste at source. All the Bulk Garbage Generators, parks & gardens within the city are practising on-site processing of organic waste. 100% wards are covered with door-to-door garbage collection facility.

BMC staff carry out twice a day sweeping in 100% of the commercial areas of the city and activity log for sweeping is also being tracked by the sanitary Inspectors. All the commercial areas have appropriate number of twin-bins installed, which are emptied daily. Each and every garbage collection vehicle within the city is being tracked by GPS/Rfid, which helps in locating the movement of garbage collector.



Bhopal has a sewage treatment plant within the city and proper log books are maintained. Spot fine is collected by inspectors from the offenders for littering in open areas, open urination and also penalty clauses exist for open defecation. Bhopal Municipal Corporation has 100% financially sustainable model to recover Operation & Maintenance cost of 'Solid Waste Management' by property tax cum user charges. The city has achieved its construction targets of IHHL (Individual Household Latrines) and CTs/PTs for the year and all the community/ public toilets were found to be clean & gender friendly. 100% of the constructed IHHL has either a water connection/availability. A dedicated Program Implementation Unit (PIU) is progressively contributing towards swachhata in Bhopal.



Bhopal Municipal Corporation has a commendable score of 1178.5 marks out of a maximum of 1200 under Part -2B i.e. Direct Observation. The city government has been able to keep its public sanitation facilities clean and in adequate number as required by its citizens. Nearly all of the city's residential and commercial areas were found to be clean during the independent assessor's survey under the Direct Observation component.

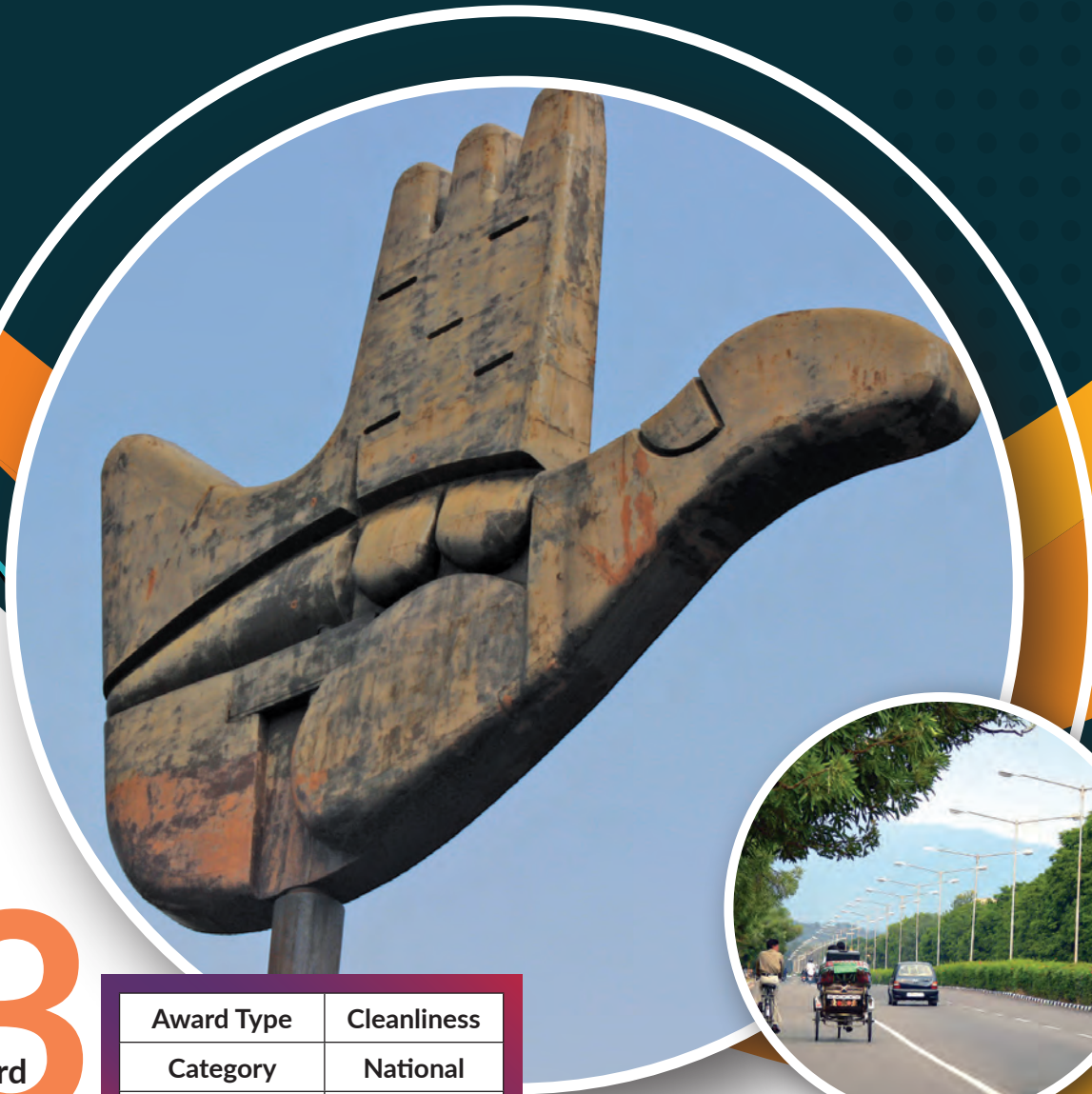
In addition to that, all vegetable, fruit and fish/meat markets were found to be clean with large hoardings informing the public of the importance of cleanliness and the Swachh Bharat Mission. The catchment areas of the

railway station and bus station surveyed were also found to be very clean, with dustbins placed at all commercial establishments in the catchment areas.

Bhopal has also done very well in the Citizen Feedback component, securing an enviable score of 1205 marks out of 1400. While it is awarded full marks of 400 for Swachhata App downloads and usage, over 80% of respondents among the citizens of Bhopal had a favorable outlook of their local body's activities in the Swachh Bharat initiatives. Respondents were asked and gave an overwhelmingly positive feedback about the current levels of cleanliness in the city as well as improvements over the previous year. They were also found to be aware of several Swachh Bharat programs around the city, along with the Swachh Survekshan 2018. In total approximately 50467 citizens of Bhopal provided their valuable feedback for Swachh Survekshan 2018.



CHANDIGARH MUNICIPAL CORPORATION SECOND RUNNER UP India's Cleanest City



3rd
RANK

Award Type	Cleanliness
Category	National
Sub-Category	Overall

ALL INDIA RANK
SS2018: #3

ALL INDIA RANK
SS2017: #11

Total	3649/4000
Part 1 After Validation : 1191/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1139/1200 (On-Ground Observation)	
Citizen Feedback : 1319/1400 (Citizen Feedback Along With Swachata App Downloads)	

Chandigarh is one of the early planned cities in post-independence India and is internationally known for its architecture and urban design. It is a union territory of India that serves as the capital of the two states Haryana and Punjab. Chandigarh Municipal Corporation (CMC) is the civic body that governs the planned city of Chandigarh with a population of



about 9,60,000 people. Its national importance and its gardens have always attracted visitors. Popularly known as a very clean city with impeccably maintained parks and gardens, Chandigarh has proved the same in the Swachh Survekshan 2018 by securing the award of 3rd Cleanest City in India.

Chandigarh Municipal Corporation (CMC), under the able guidance and leadership of Mr. Devesh Moudgil, Mayor (CMC) and Mr. Jitender Yadav, Commissioner (CMC), has performed exceptionally well in Swachh Survekshan 2018.

The CMC has been participating in Swachh Survekshan since its inception and has been performing consistently. In Swachh Survekshan 2016, CMC secured the #2 rank among the 73 million plus population cities that participated. In SS2017, it secured the #11 rank among 434 cities of more than 1 lakh population. This year in Swachh Survekshan 2018, Chandigarh Municipal Corporation has secured the 3rd Rank among 4203 cities across the country.

CMC has door-to-door garbage collection in all its 28 wards and many of the Bulk Garbage Generators have started on-site processing of organic waste. All the toilets at 41 fuel pumps within the jurisdiction of Chandigarh have been notified as Public Toilets and are accessible to the citizens.

All commercial areas are swept/cleaned least twice a day, including once during the night. From formalising all identified informal waste pickers to transformation of garbage vulnerable points and successfully keeping a track of its garbage collection vehicles and awarding the best performing drivers – Chandigarh has been striving to maintain stipulated standards underlined by the Swachh Bharat Mission. With a fully functional landfill and having undertaken remediation of existing dumpsites, the Chandigarh Municipal Corporation ensures the safe disposal of waste collected from around the city.

Having been certified Open Defecation Free by MoHUA, the corporation has addressed all requirements of its citizens, including construction of Individual Household Toilets (IHHLs), community toilets and public toilets. With a Program Implementation Unit in place, the city has been actively engaged in promoting IEC activities as well as building capacity within the governing body.

Notably, the Chandigarh Municipal Corporation has also made innovative inroads into solid waste management. The local body has introduced the technology of methane detecting cameras to prevent landfill fires that release pollutants in the air, as well as to identify areas from where gas can be trapped and diverted to be used as a resource.





Chandigarh Municipal Corporation has received a score of 1138.99 marks out of a maximum of 1200 in the Direct Observation component. Chandigarh's residential areas were found to have been maintained perfectly by an independent assessor carrying out the observations across randomly sampled locations in the city. Vegetable, fruits, fish and meat markets were found to be clean with daily sweeping and collection of waste by municipal vehicles, as well as litter bins at all the locations and large hoardings, banners attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission.



The catchment areas of the railway station and bus station situated in the city were also found to be very clean and well maintained, with dustbins placed at shops and public toilets. Most notable about Chandigarh's performance in the Swachh Survekshan 2018 has been its scores in the Citizen Feedback component. The city has secured a total of 1319.38 marks out of a maximum of 1400. Among all cities across the country with a population of at least 1 lakh people, Chandigarh Municipal



Corporation has received the best feedback from citizens. About 92% of the respondents when asked about their city responded positively to questions concerning general cleanliness, improvement in cleanliness from the previous year and about the satisfactory maintenance of essential public sanitation facilities and cleaning of roads, etc. The city has also spread IEC messages and spread awareness about cleanliness and various activities undertaken by the municipal corporation under the Swachh Bharat Mission banner. The city has also received full marks for successful completion of the Swachhata App target and its usage among citizens.

VIJAYAWADA MUNICIPAL CORPORATION WINNER India's Cleanest Big City



Award Type	Cleanliness
Category: Population Class > 10 Lakh	

ALL INDIA RANK
SS2018: #5

ALL INDIA RANK
SS2017: #19

Total	3580/4000
Part 1 After Validation : 1120/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1195/1200 (On-Ground Observation)	
Citizen Feedback : 1265/1400 (Citizen Feedback Along With Swachata App Downloads)	

The city of Vijayawada situated on the banks of River Krishna is located in the Andhra Pradesh Capital Region. It is the commercial headquarters of Andhra Pradesh. Vijayawada Municipal Corporation (VMC) was the first ISO 9001 certified Urban Local Body in the country. VMC was one of the 73 participants of Swachh Survekshan 2016 and had secured



#23 rank. In Swachh Survekshan 2017, VMC secured #19 rank. Progressing slowly and steadily VMC in Swachh Survekshan 2018 has secured #5 rank and has also earned the title of being the Cleanest Big City of India (> 10 lakh population).

VMC staff, under the leadership of Mr. Koneru Sreedhar, Mayor (VMC) and Mr. J Nivas, Commissioner (VMC), and most importantly, with the complete support of all Vijayawadians has been successful in making the city one of the cleanest in the country. Infact, VMC has the highest score in Direct Observation (1200M) among all the 4203 ULBs in the country. Some of the efforts like placing twin bins (Blue and Green) in all the commercial areas for the convenience of public, covering 100% of the wards with door-to-door garbage collection services and tracking the routes and performance of all the drivers of garbage collection vehicles through GPS are what have contributed the most to its success in Swachh Survekshan 2018.

All the 48 Bulk Garbage Generators (BGGs)



within the jurisdiction of VMC have actively adopted onsite processing of organic waste. All the Garbage Vulnerable Points (GVP's) identified through a survey conducted by the corporation are well attended by ULB sanitation staff and appropriate measures have been taken to keep it clean and garbage free. 100% of the identified Informal Waste Pickers (IWP) are integrated by the ULB in the formal system and are deployed in all the wards. All staff associated with direct handling of waste (solid/ liquid) have been provided with all essential Personal Protective Equipments (PPEs) like mask, gloves, uniform, shoes etc.



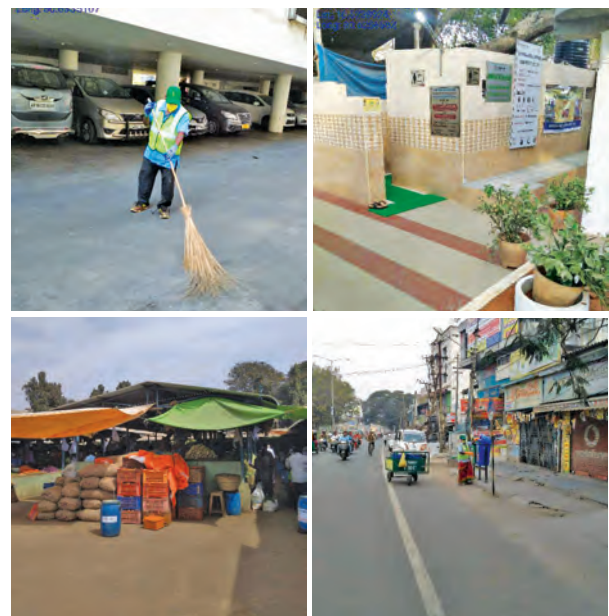
The city has scored well under solid waste management category and has implemented source segregation of waste in many residential areas. The city is 'Open Defecation Free' and has a financially sustainable model of monetization strategies to recover operation & maintenance cost of community as well as public toilets. All the CTs/PTs are located on the Google Toilet Locator (GTL) app and have ICT feedback mechanism in place.

Vijayawada Municipal Corporation has a Program Implementation Unit (PIU) which takes initiatives to improve the city's cleanliness. 100% of the ULB staff have successfully completed and are certified in at least 15 E-learning courses available on the SBM E-Learning Platform of MoHUA.

Under Direct Observation (Part - 2B), a total of 162 locations were visited by an independent assessor. All residential areas in the city were found to be impeccably clean. The commercial



areas surveyed were also found to be clean, with garbage bins placed at required number of locations and daily garbage collection taking place. Vegetable, meat, fruit and fish markets were also found to be clean with garbage bins placed at the shops. Most notably, all the public toilets and community toilets surveyed in Vijaywada had all necessary facilities for users and were maintained properly, viz. the availability of water, electricity connection, adequate signages, septage facilities and ventilation. The catchment areas of railway and bus stations are generally very vulnerable to littering and garbage spots. However, Vijaywada Municipal Corporation has successfully kept the catchment areas of both railway and bus stations clean, with dustbins placed at all the shops. Additionally, the public toilets located near the railway



and bus stations were found to be perfectly maintained.

Vijaywada Municipal Corporation has received 1265 marks out of 1400 in the Citizen Feedback component. The local government has successfully implemented the requirements of Swachhata App downloads and secured full marks i.e. 400/400M. In terms of direct citizen feedback on service delivery, general cleanliness, improvements over the past year and maintenance of public facilities, over 86% citizens that were surveyed have given a positive response.



MYSURU MUNICIPAL CORPORATION WINNER India's Cleanest Medium City



Award Type	Cleanliness
Category: Population Class 3-10 Lakh	

ALL INDIA RANK SS2018: #8	ALL INDIA RANK SS2017: #5
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Total	3540/4000
Part 1 After Validation : 1312/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1159/1200 (On-Ground Observation)	
Citizen Feedback : 1069/1400 (Citizen Feedback Along With Swachata App Downloads)	

The city of Mysuru in the state of Karnataka was ranked as the Cleanest City (#1 rank) in the first ever Swachh Survekshan that was conducted in 2016. Well known for the Majestic Mysuru Palace and also known as the “Cultural Capital of Karnataka” and has served as the capital city of Kingdom of Mysuru for nearly six centuries.

The Mysuru Municipal Corporation was adjusted as the Cleanest City in the

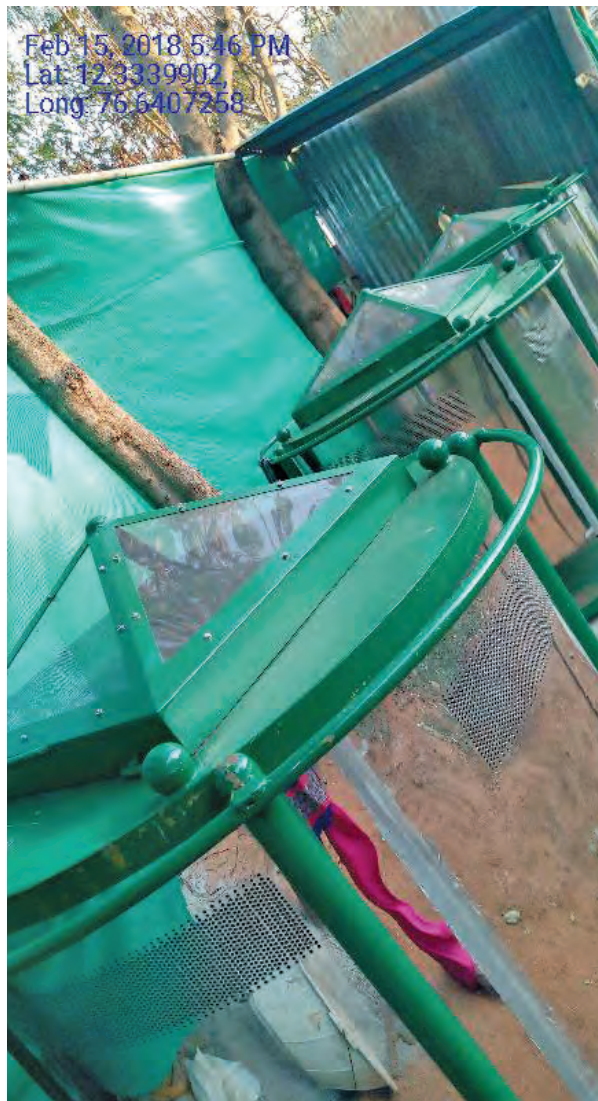


country in the first ever Swachh Survekshan in the year 2016. Subsequently the city was ranked #5 in Swachh Survekshan 2017. This year in Swachh Survekshan 2018, Mysuru Municipal Corporation is being awarded with India's with the title of Cleanest Medium City (3-10 Lakh population) and has been ranked at #8 in Swachh Survekshan 2018 out of the 485 cities that participated in the survey (above 1 lakh population) at National Level.

Mysuru Municipal Corporation with a population of approximately 9 lakhs has been able to achieve 100% source segregation and has a very efficient door-to-door garbage collection system in place across all its 65 wards. All of the existing Bulk Garbage Generator's (BGG's) are efficiently processing organic waste by adopting on-site composting. 100% of the Notified Commercial areas of Mysuru Municipal Corporation are well attended by sweeping staff at least twice a day; which includes night time sweeping and each of the commercial patch has been installed with optimum number of twin bins. Moreover, the daily movement of waste collection & transportation vehicles are tracked by GPS/RFID.

The MMC conducted a survey across the city to identify and transform all the Garbage Vulnerable Points into clean and beautiful places. The city also has a very strictly enforced bye law and the public is penalized for littering, open urination and open defecation. In addition to this, MMC has also been able to integrate all the identified Informal Waste Pickers (IWP) into the formal system and





deploy them cross all of its 65 wards. All of the MMC staff involved in direct handling of solid waste have been provided with all essential Personal Protective Equipment (PPEs) like mask, gloves, uniform, shoes etc. and they use them on a daily basis. The ULB has ICT based attendance system in place and the same is connected to payroll.

Mysuru Municipal Corporation is certified as 'Open Defecation Free' by MoHUA and has a financially sustainable model of monetization strategies to recover operation & maintenance cost of community as well as public toilets. 100% the CTs/PTs are located on Google Toilet Locator (GTL) and are monitored through ICT based feedback system.

The city has a waste management center, which has engaged all women staff for the betterment of their livelihood.

The ULB has performed exceptionally well under 'IEC and Behaviour Change' section; by conducting Swachhata rankings of all schools, hotels, RWAs, MTAs and hospitals. All the schools under the jurisdiction of MMC have a functional 'Swachhata Committee' consisting of teachers, students and other staff members and conduct swachhata based activities throughout the year.

Mysuru Municipal Corporation has a dedicated Program Implementation Unit (PIU) for making consistent efforts towards betterment of the ULB.

In the Direct Observation component, Mysuru Municipal Corporation has a high score of 1159 out of 1200 marks, making it one of best cities in its category for this component. Mysuru's Community and Public toilets were adjudged to have all the requisite facilities, including proper signage, access to toilets for persons with disabilities, adequate ventilation, water availability, and electricity connections. The city's railway station and bus station were also surveyed for cleanliness of the catchment areas, placement of litter bins at each commercial establishment including street carts and hawkers. The public toilets located near the stations and managed by the municipal corporation were also included in this component, which entailed independent assessor taking photographic evidence for

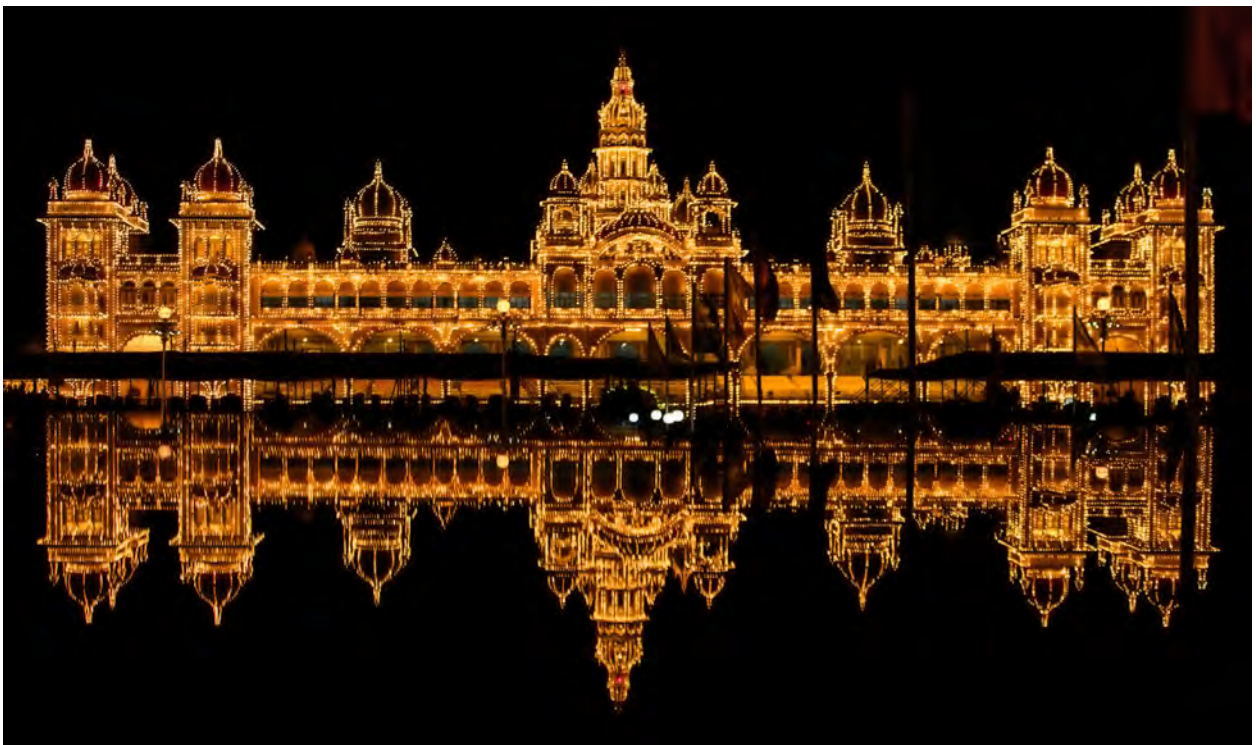


of 380 out of 400 marks in Swachhata App. With more than 30 thousand complaints registered on the Swachhata app of MoHUA and a resolution rate of more than 90 percent MMC has been able to adequately justify this score. More than 68% of the citizens who provided valuable feedback during the SS2018 survey were of the opinion that the cleanliness of their areas has improved compared to last year. Almost 66% of the citizens said that they were happy about the door-to-door collection service that the Municipal Corporation is providing them.



each of the indicators. As a result, both the railway station and bus station were also found to satisfy all requirements of cleanliness and facilities for the public.

The Citizen Feedback component comprises direct feedback from citizens as well as a mandatory requirement of Swachhata App downloads and usage by the residents of the city. Mysuru has received a near-perfect score



NEW DELHI MUNICIPAL CORPORATION WINNER India's Cleanest Small City



Award Type	Cleanliness
Category: Population Class 1-3 Lakh	

ALL INDIA RANK SS2018: #4	ALL INDIA RANK SS2017: #7
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Total	3597/4000
Part 1 After Validation : 1354/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1158/1200 (On-Ground Observation)	
Citizen Feedback : 1085/1400 (Citizen Feedback Along With Swachata App Downloads)	

New Delhi Municipal Council (NDMC), a centrally administered municipal body located in the heart of Delhi with a population of about 2,50,000 residents, has been adjudged India's Cleanest Small City, falling under the 1-3 lakh population category. NDMC has extended all its forces to make the city clean and has adopted strategies like spot fines and citizen outreach.



New Delhi Municipal Council has door-to-door garbage collection in all 14 Circles (division) and officials (Public Health Department) of NDMC has encouraged segregation of waste at household level conducted a citizen outreach program to promote onsite segregation of waste by distributing green-blue bins in all residential and commercial areas. More than 90% of the Bulk Garbage Generators within NDMC are practicing on-site processing of organic waste by adopting physical (Pit composting) and mechanized (organic waste converter) processing facilities. All commercial areas of NDMC are swept two times a day (including night sweeping) by a dedicated sweeping staff of each of the 14 circles. All commercial & residential streets are well maintained and have equally spaced twin bins with 100% coverage. The garbage collection vehicles (auto-tippers, compactors etc.) are well equipped with GPS/RFID device and the movement of the vehicles as well drivers' performance is tracked on regular basis.

All the fuel pump toilets within NDMC limits are made accessible to citizens with the mutual acceptance between fuel pump authority and NDMC. The total waste generated within the city is transported to "Okhla 'Waste to Energy', 'Okhla composting plant' and dry waste to plant chintan (NGO) on daily basis. Entire horticulture waste from parks and gardens is composted onsite by adopting a cluster based approach and the compost is self-consumed by NDMC in maintaining its green cover.

The city is 'Open Defecation Free' and has nearly 300 plus community & public toilets to serve communities and public spaces. All the community as well public toilets are gender, child and disabled friendly and is tracked by ICT monitoring system. 100% of the NDMC schools have active swachhata committee and participate with high enthusiasm.

NDMChasadedicatedProgramImplementation unit (PIU) to support all swachhata activities towards Swachh Survekshan 2018. ULB deployed nearly 42 staff members to national and international exposure visits.

NDMC, with a score of 3597 out of 4000 in the Swachh Survekshan 2018, has ranked as one of the best cities in the country. In the Direct Observation component, NDMC's score is 1158 marks out of 1200, signifying that almost all of its facilities available to the public and included by the survey have been found to satisfy the survey parameters. The city's





public toilets have set exemplary standards with their monetization strategies through advertisements, as well as the cleanliness of the facilities. The city's main railway station was found to be open defecation free on the tracks, its catchment area was clean with litter bins placed at regular intervals and at each shop. NDMC main bus station was also surveyed and was found clean with adequate public facilities, including public toilets which are free to use across the city. NDMC received a score of 1085 marks out of 1400 in the Citizen Feedback component of the Swachh Survekshan 2018. With a near-perfect score of 375 out of 400 marks for Swachhata App downloads, the municipal body has affirmed its

commitment towards bringing its citizens into the 'Jan Andolan' that is the Swachh Bharat Mission. Over 70% residents of NDMC who were surveyed had a positive feedback in the direct citizen feedback process, which includes face to face interactions with residents, outbound calling, and web portal feedback with OTP verification. Questions asked to the citizens included their views on the general cleanliness of the city and improvements over the past year, their feedback on the cleanliness and maintenance of public facilities, and other activities about the Swachh Bharat Mission like awareness programs on the importance of cleanliness and sanitation, and Swachh Survekshan 2018.



GREATER MUMBAI MUNICIPAL CORPORATION WINNER India's Cleanest State Capital/UT



Award Type	Cleanliness
Category	Capital Cities
Sub-Category	Overall

ALL INDIA RANK
SS2018: #18

ALL INDIA RANK
SS2017: #29

Total	3175/4000
Part 1 After Validation : 904/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1071/1200 (On-Ground Observation)	
Citizen Feedback : 1200/1400 (Citizen Feedback Along With Swachata App Downloads)	

The award of 'India's Cleanest Capital City' in the Swachh Survekshan 2018 has been given to the city of Mumbai, governed by the Greater Mumbai Municipal Corporation (GMMC) in the state of Maharashtra.

Greater Mumbai Municipal Corporation has put in place an infrastructure to attain



'door-to-door garbage collection in all the wards of the city. Few of the Bulk Garbage Generators (BGG's) have initiated onsite processing of organic waste. Moreover, the daily movement of garbage collection vehicles is tracked by GPS/RFID.

100% commercial areas have twice a day sweeping without fail. Staff involved in direct handling of solid waste have been provided with all essential Personal Protective Equipment (PPEs) like mask, gloves, uniform,



shoes etc. City has installed twin bins in commercial areas.

100% of the identified Informal Waste Pickers (IWP) are integrated by the ULB and are deployed in all the wards. 100% of the constructed IHHL have tapped water connection. The city is 'Open Defecation Free' and has a financially sustainable model to recover operation and maintenance cost of 'Solid Waste Management'. 100% of the CTs/PTs are monitored by Google Toilet Locator (GTL). Moreover, the city has well maintained community and public toilets all occross the city. Greater Mumbai Municipal Corporation has a dedicated Program Implementation Unit (PIU) for making consistent efforts towards betterment of the city. The ULB has also deployed more than 10 staff for various exposure visits w.r.t. capacity building. The entire ULB staff have been registered for biometric attendance system. The ULB has conducted Swachh Ranking for all the entities (hotels, schools, hospitals, RWAs, MTAs).

With a population of over 12 million in 2011, and being the most populated city in India, the GMMC has a massive task of maintaining public sanitation facilities across the city as well as keeping them clean. With a score of 3175 out of 4000 marks, Mumbai has emerged as the cleanest Capital City in the country. The public facilities and general cleanliness were surveyed in the Direct Observation component, and despite being a very large city with hundreds of unique locations, Mumbai has received a highly respectable score of 1071 marks out of 1200. A total of





162 locations were visited by independent assessors and photographic evidence was taken for each indicator and each location. Mumbai's residential and commercial areas were largely found to be clean, but its most stellar performance was in the maintenance of its main railway station and bus terminus. Both these locations were surveyed for cleanliness of the catchment area, placement of litter bins at shops and maintenance of public sanitation facilities and were found to be perfectly satisfying conditions to receive full marks for those indicators.

Mumbai's performance in the Citizen Feedback component is inspiring. With 1200 marks out of 1400 in this component, it has emerged as one of the most popular municipal corporations, regarded highly by their citizens. About 80% of citizens have given a positive feedback to the municipal body on questions of general cleanliness around the city, improvement over the past year, provision and maintenance of sanitation facilities, etc. The city has also secured full marks of 400 in Swachhata App downloads and usage by citizens. Among state capitals, Mumbai is among the best three cities for this component.





THE FASTEST MOVERS



GHAZIABAD MUNICIPAL CORPORATION WINNER India's Fastest Moving Big City



Award Type	Jump In Positions From SS2017
Category	National
Sub-Category : Population >10 Lakh	

ALL INDIA RANK | **ALL INDIA RANK**
SS2018: #36 | **SS2017: #351**

Total	2993/4000
Part 1 After Validation : 779/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1034/1200 (On-Ground Observation)	
Citizen Feedback : 1180/1400 (Citizen Feedback Along With Swachata App Downloads)	

The City of Ghaziabad is sometimes also referred to as the 'Gateway to UP' because of its proximity to New Delhi. It is also a primary commercial, industrial and educational centre of western Uttar Pradesh. Ghaziabad has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the Fastest



Mover in the Big City category (>10 lakh population category) in Swachh Survekshan 2018. This award comes as a pat in the back for the Ghaziabad Municipal Corporation staff who under the leadership and guidance of Smt. Asha Sharma, Mayor (GMC) and Mr. Chandra Prakash Singh, Commissioner (GMC) were able to take a jump of 315 positions from Rank #351 in Swachh Survekshan 2017 to Rank #36 in Swachh Survekshan 2018.

The city has a total of 2993 marks out of a maximum of 4000 marks overall. SLP, Ghaziabad has scored 779 marks out of 1400, while in DO, it has scored 1034 marks out of 1200, and in Citizens' Feedback it has scored 1180 on 1400.

Ghaziabad Municipal Corporation has set up a 'Program Implementation Unit' which has played an important role in improving the on-ground scenario in Ghaziabad. Although, the ULB is still striving to achieve household level waste segregation in all the residential wards, but has ensured door-to-door garbage collection in more than 80% of the wards. Most of garbage collection vehicles are tracked by GPS/Rfid and the best performing



drivers of GMC are awarded every month. All the 'Informal Waste Pickers' identified through a survey conducted by GMC are deployed in all wards of the city. In addition, all the 'Garbage Vulnerable Points' are well attended by Sanitary Inspectors on regular basis and have been transformed. All the Notified Commercial Areas within the jurisdiction of GMC have twin bin facility.



It has received a largely positive feedback from its citizens, taking its score up to 1180 out of 1400 in this component. During Swachh Survekshan 2018, a total of 8058 citizens of Ghaziabad provided their feedback and about 84% of the citizens were of the opinion that the cleanliness has improved in the last one year when compared to the previous year. About 83% had said that they have started utilizing the litter bins placed in the public areas and about 81% of the citizens were of the opinion that the CTs/PTs have become cleaner and more accessible in the last one year.

In case of Swachhata App, almost 43 thousand households of Ghaziabad have registered and a total of 92283 complaints have been filed by the users. Out of these approximately 94% of the complaints were resolved by the hard working GMC staff.

BHIWANDI MUNICIPAL CORPORATION WINNER India's Fastest Moving Medium City



Award Type	Jump In Positions From SS2017
Category	National
Sub-Category : Population 3>10 Lakh	

ALL INDIA RANK
SS2018: #98

ALL INDIA RANK
SS2017: #392

Total	2595/4000
Part 1 After Validation : 621/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 953/1200 (On-Ground Observation)	
Citizen Feedback : 1021/1400 (Citizen Feedback Along With Swachata App Downloads)	

The city of Bhiwandi is also known as "Manchester of India" because of the existence of more than half a million power looms in the city. It is developing in the recent times as an industrial hub because of the close proximity to Mumbai and Thane. Most of the 7 lakh+ inhabitants of Bhiwandi are power loom workers.

Bhiwandi Municipal Corporation participated in Swachh Survekshan 2017

SWACHH SURVEKSHAN 2018

and had attained #392 rank out of 434 cities. Located in the state of Maharashtra which is one of the Best Performing states in Swachh Survekshan 2018, it has emerged as the Fastest Mover among the Medium Population (3-10 lakh) city category.

In Swachh Survekshan 2018, Bhiwandi Municipal Corporation has achieved #98 rank out of 485 cities (>1 lakh population) at the national level, a jump of 294 positions compared to its SS2017 rank.

The city has scored a total of 2595 marks out of 4000 marks in Swachh Survekshan 2018. In Service Level Progress, Bhiwandi Municipal Corporation has scored 621 marks out of 1400.

Most of the officials of the ULB are registered for biometric attendance. More than 90% of the commercial areas were found to be clean as spot fines for littering has been enforced by inspectors. All of its 23 wards have a door-to-door garbage collection service in place and the corporation is able to achieve approximately 50% segregation at source.

The city has achieved its targets of IHHLs and CTs/PTs and has also earned the 'Open Defecation Free' certification from MoHUA after third party Inspection. All the IHHLs surveyed during SS2018 had availability of water and all the CTs/PTs in the city are located on the Google Toilet Locator app and have ICT based Feedback mechanism in place. In addition to this, all fuel pumps located within the jurisdiction of the city were found to have made their toilets accessible to general public. All staff associated with direct handling of 'Municipal Solid Waste' in the corporation have

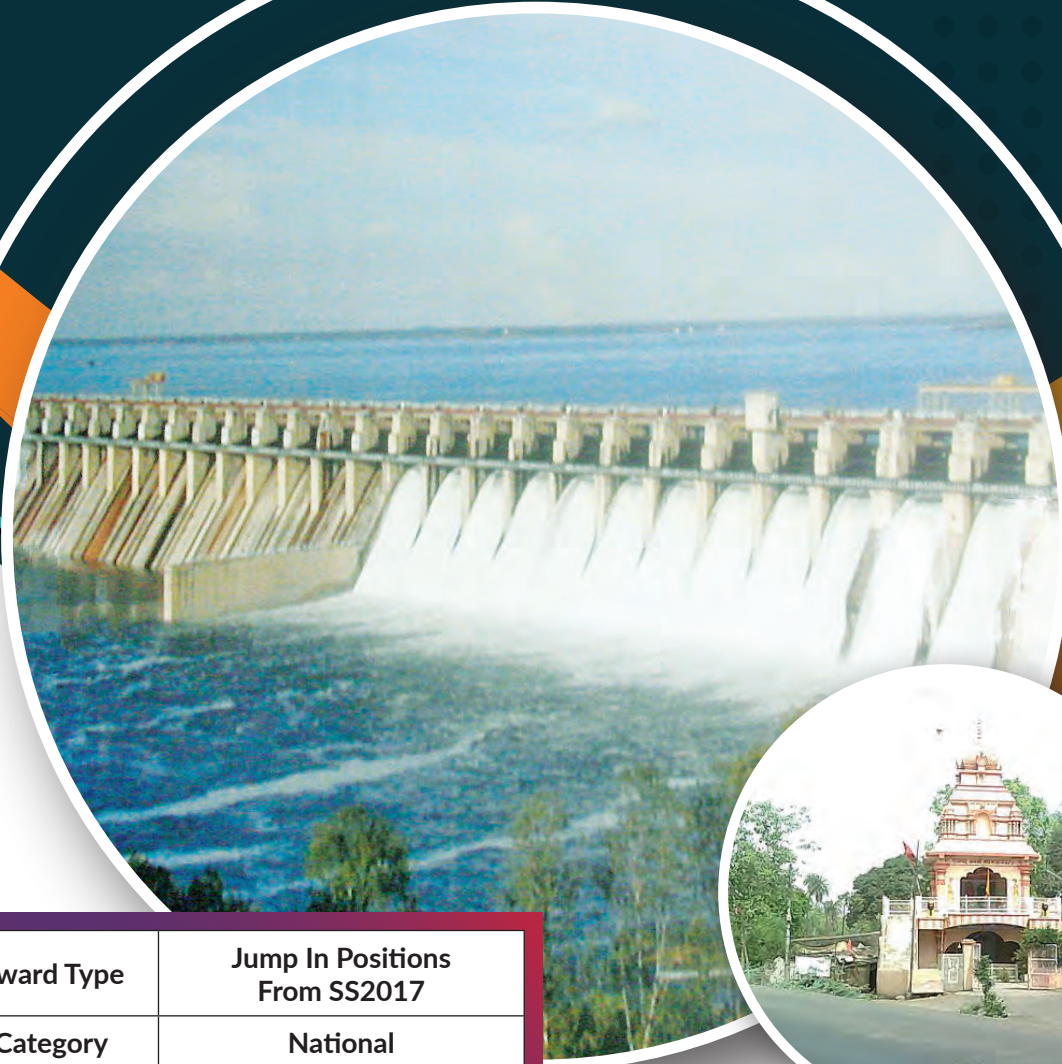


been provided with all personal protective equipments. The city has a functional and efficient sewage treatment plant. All of these were reflective in Direct Observation, where Bhiwandi Municipal Corporation has scored 953/1200M.

BMC has received a largely positive feedback from its citizens, having scored 1021/1400M. 82.6% of the citizens who provided their valuable feedback for BMC in SS2018 are of the opinion that the cleanliness of their areas has improved compared to last year. Also, 77.3% of the citizens are satisfied with the services of door-to-door collection provided by the corporation and approximately the same percentage of people also feel that the CTs/PTs are more clean and accessible in the city now as compared to last year. With more than 10% of the households registered on Swachhata app of MoHUA and a complaint resolution rate of nearly 90% the city has come a long way in achieving the goals of Swachh Bharat Mission and thus has been awarded with the Fastest Mover Award in the Medium city category at the National Level



BHUSAWAL MUNICIPAL COUNCIL WINNER India's Fastest Moving Small City



Award Type	Jump In Positions From SS2017
Category	National
Sub-Category : Population 1>3Lakh	

ALL INDIA RANK
SS2018: #69

ALL INDIA RANK
SS2017: #433

Total	2722/4000
Part 1 After Validation : 391/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1043/1200 (On-Ground Observation)	
Citizen Feedback : 1288/1400 (Citizen Feedback Along With Swachata App Downloads)	

The city of Bhusawal, with a population of 1.87 Lakh sits on the banks of River Tapi in the state of Maharashtra. The Bhusawal railway yard is one of the biggest railway yards in the whole of Asia and the city is also well known across the world as a banana export hub.

Bhusawal Municipal Council was one of the 434 cities that participated in Swachh



Survekshan 2017 and was ranked 433rd position.

In Swachh Survekshan 2019, under the leadership of Mr. Bhikrao Tanaka Baviskar, Chief Officer (Bhusawal Municipal Council) the city has been awarded as the Fastest Mover at the National Level (Population category of 1-3 Lakhs). The city which was ranked at 433rd position in SS2017 worked around the clock for the last one year and has achieved the 69th position in Swachh Survekshan 2018; a jump of 364 positions.

The city has a total of 2722 marks out of a maximum of 4000 marks overall, comprising 3 components, i.e., Service Level Progress (SLP), Direct Observation (DO) and Citizen Feedback (CFB).

In SLP, Bhusawal has scored 391 marks out of 1400, while in DO, it has scored 1043 marks out of 1200. It has received a largely positive feedback from its citizens, taking its score up to 1288 out of 1400 in this component. The citizens feedback is reflective of the work carried out on ground in the last one year and the jump in the number of places the city has achieved.

Bhusawal Municipal Council generates approximately 57.72MT of waste in a day and has been able to achieve more than 60% segregation of waste at source. This is a result of aggressive IEC campaigns and a robust door-to-door collection system in place in all of its 24 wards. In addition to this, Bhusawal Municipal Corporation has also put in place a ICT based attendance system for all of its staff.

The city is also certified as Open Defecation Free (ODF) by MoHUA. This also signifies the

efforts that the Council has put in to achieve its targets of IHHLs and CTs/PTs. The city also has most of the CTs/PTs located on Google Toilet Locator app and ICT feedback systems installed in each one of them to monitor its cleanliness real time.

More than 10 staff members of BMC were sent for Exposure visits in the last one year and also all the staff members above the rank of Sanitary Inspectors/Asst. Engineer completed more than 10 courses on the SBM e-Learning Portal of MoHUA.

All the Residential Areas and Commercial Areas surveyed during SS2018 were found to be clean and all the CTs/PTs surveyed were well lit, had electricity connections, were well ventilated and had a source of water supply/flush. In addition to this, the vegetable markets under the jurisdiction of Bhusawal Municipal Council had a Big Visible signage about cleanliness in the area within 100 meters of the entrance.

In all, the citizens of Bhusawal posted more than 15000 complaints on Swachhata App of MoHUA and had a resolution rate of approximately 90% within the SLA time frame.

The city achieved a 400/400 in the Part -3B, i.e. Swachhata App.

When it comes to the citizens feedback, almost 93% of the citizens who provided their valuable feedback during SS2018 were of the opinion that the situation has improved compared to last year. Also, approximately 95% of the citizens were satisfied with the segregated door-to-door collection from their house.



JAIPUR MUNICIPAL CORPORATION WINNER India's Fastest Moving State Capital/UT



Award Type	Jump In Positions From SS2017
Category	National
Sub-Category : State Capitals/Uts	

ALL INDIA RANK SS2018: #39	ALL INDIA RANK SS2017: #215
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Total	2971/4000
Part 1 After Validation : 844/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1180/1200 (On-Ground Observation)	
Citizen Feedback : 946/1400 (Citizen Feedback Along With Swachata App Downloads)	

Jaipur is the largest city in Rajasthan and was built in the eighteenth century by Sawai Jai Singh as India's first planned city. Jaipur is a major tourist attraction amongst Indian as well as international travellers. Jaipur is often called the Pink City in reference to its distinctly colored buildings, which were originally painted this color to imitate the red sandstone architecture of Mughal cities.



The city is governed by a Municipal Corporation, and has managed to secure 2971 marks out of 4000 overall in the Swachh Survekshan 2018.

In the Service Level Progress component, the capital city of the state of Rajasthan has obtained 844 marks out of 1400 – marking significant improvements and efforts made by the local administration to ensure and maintain high standards in the field of solid waste management, sanitation, IEC messaging, capacity building and behavior change campaigns.

In the Direct Observation component, the city has a near perfect score of 1180 out of 1200 marks, signifying that residential areas, commercial areas, vegetable and fruit markets, railways station, bus station and public and community toilets in the city were impeccably clean and complete with the required facilities.



Citizen feedback from the residents of Jaipur also yielded good results for the local administration, with the city securing 946 marks out of 1400.

Jaipur Municipal Corporation in the state of Rajasthan has emerged as the Fastest Mover Capital City amongst all State Capitals and Union Territories with a jump of 176 positions from Swachh Survekshan 2017 to Swachh Survekshan 2018, in the category of 1lakh+ population cities (national level ranking).



The city had a rank of 215 out of 434 cities in Swachh Survekshan 2017 and currently is now ranked 39th out of 485 cities at the national level.





CITIZEN FEEDBACK



KOTA MUNICIPAL CORPORATION WINNER India's Best City in Citizen Feedback



Award Type	CITIZEN FEEDBACK
Category	National
Sub-Category : Population > 10 Lakh	

ALL INDIA RANK SS2018: #101 | ALL INDIA RANK SS2017: #341

Total	2583/4000
Part 1 After Validation : 382/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 950/1200 (On-Ground Observation)	
Citizen Feedback : 1251/1400 (Citizen Feedback Along With Swachata App Downloads)	

The city of Kota is located in the state of Rajasthan, is the third most populous city in the state. Kota is known for its palaces, gardens and for being a major coaching hub of the country for competitive exams with a large number of educational institutes located in the city. Located on the banks of the river Chambal, its history dates back to almost 12th century AD. The



city is also a well known trade center for products such as cotton and oilseed milling, textile weaving, distilling, dairying, and the manufacture of metal handcrafts.

Kota Municipal Corporation participated in Swachh Survekshan 2016 and had secured #58 rank among 73 participating cities with million plus population. In 2017, it secured the #341 rank among 434 cities. This year, Kota Municipal Corporation has secured #101 rank and has also been awarded for achieving the Best Citizen Feedback Score among the >10 lakh population category cities.

Kota Municipal Corporation (KMC) has scored 1251 out of 1400 marks in the Citizens' Feedback component of Swachh Survekshan 2018. The Citizen Feedback Component of Swachh Survekshan consists of two sub components, first being the citizens survey and the second being the performance of the city on Swachhata App in the last one year. In the six questions asked to the respondents of the city, over 85% have responded positively to the general cleanliness of the city, awareness about the Swachh Survekshan and other Swachh Bharat activities of the municipal corporation, improvements in cleanliness over the previous year, cleanliness of public and community toilets, provision of facilities in toilets and increase in the numbers.



As a part of the first sub component, in total 30459 citizens provided their valuable feedbacks for KMC in Swachh Survekshan 2018 through various sources like Face to Face survey, OTP based survey on Swachh Survekshan 2018 Website, toll free 1969 number of MoHUA, outbound calls and also through Swachhata App of MoHUA. Approximately 97% of the citizens said that they were aware of Kota participating in Swachh Survekshan 2018. Also, a similar percentage (97%) of citizens also were of the opinion that the cleanliness of their areas has improved compared to the previous year while 1% felt that there has been no change in cleanliness of their areas over last year. Almost 97.3% said that they have started utilizing litter bins placed in the public areas. When it comes to the opinion of the people regarding whether the number of urinals/toilets have gone up in the city compared to the previous year, 96.9% of the citizens had a positive response.

In the Swachhata App component of Citizen Feedback which assesses the number of Swachhata App downloads, number of issues resolved as well as the usage by citizens, the city has scored full marks of 400. Kota Municipal Corporation had a total of 25248 registrations on Swachhata App of MoHUA as of March 10th, 2018. A total of 49228 complaints were filed during the last one year and out of these approximately 45 thousand complaints were resolved within the Service Level Agreement (SLA) timeframe. 42% of the complaints were resolved in the first 4 hours of them being posted by the citizens on Swachhata App. Kota Municipal Corporation also featured in the Top 20 ranking in the swachh city dashboard between April and December 2017.



PARBHANI MUNICIPAL CORPORATION WINNER India's Best Medium City in Citizen Feedback



Award Type	CITIZEN FEEDBACK
Category	National
Sub-Category : Population 3-10Lakh	

ALL INDIA RANK
SS2018: #34

ALL INDIA RANK
SS2017: #229

Total	3007/4000
Part 1 After Validation : 578/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1154/1200 (On-Ground Observation)	
Citizen Feedback : 1275/1400 (Citizen Feedback Along With Swachata App Downloads)	

Parbhani is a Municipal Corporation in the state of Maharashtra with a population of a little above 3 lakh people. Well known as an education hub for preparation of competitive examinations like UPSC, MPSC and the existence of an agricultural university, the economy of the city is mostly dependent on agriculture and agribusiness.



Parbhani Municipal Corporation (PMC) participated in Swachh Survekshan 2017 for the first time and secured the #229 rank among 434 cities that participated. This year in Swachh Survekshan 2018, PMC has been able to achieve the #34 rank among 485 cities with more than 1 lakh population at the National Level. PMC has secured 1275 out of 1400 marks to emerge as the Best Medium City in Citizen Feedback component of Swachh Survekshan 2018.

Over 87% of the respondents that were asked the survey questions have expressed a positive view of their city's general cleanliness, maintenance of facilities and cleanliness in toilets, improvements over the past year in number of toilet facilities as well as regular cleaning of the same. Approximately 1161 citizens provided their valuable feedback for Swachh Survekshan 2018 for Parbhani Municipal Corporation. 94% of the above were aware

that Parbhani was participating in Swachh Survekshan 2018 which says a lot about how the corporation has put in efforts to spread awareness among the citizens regarding the survey in particular. The percentage of citizens who felt that the cleanliness standards of their areas have improved compared to the previous year stands at a staggering 96.7%.

Further, 95.9% of the citizens have said that they have started utilizing litterbins placed in public areas and 96.3% felt that the number of Urinals/Public Toilets have gone up in the city compared to the previous year.



Under the Swachhata App component, looking into the number of downloads, issues resolved and usage by citizens, the city has received full 400 marks. With around 13 thousand registrations and close to 25 thousand complaints getting resolved, Parbhani Municipal Corporation had a resolution rate of close to 90%. It also featured in the top 20 ranks of swachh city portal between April and December 2017.

GIRIDIH NAGAR PARISHAD WINNER India's Best Small City in Citizen Feedback



Award Type	Citizen Feedback
Category	National
Sub-Category : Population 1-3 Lakh	

ALL INDIA RANK
SS2018: #58

ALL INDIA RANK
SS2017: #81

Total	2813/4000
Part 1 After Validation : 439/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1057/1200 (On-Ground Observation)	
Citizen Feedback : 1317/1400 (Citizen Feedback Along With Swachata App Downloads)	

Giridih is headquarters of the Giridih district of Jharkhand state, India. It is a mining town and a popular health resort. The literal meaning of Giridih is the land of hills and hillocks – giri, a Hindi word, means hills and dih, another word of the local dialect, indicates lake. Giridih is a centre of the prestigious Indian Statistical Institute (ISI). Giridih is also one of the six Data Processing Centres of Data



Processing Division (DPD) of National Sample Survey Office (NSSO).

Giridih city is a Nagar Parishad located in the state of Jharkhand, with a population of around 1,14,000 people. With a score of 1317 marks out of 1400, the city has secured the second highest position in all of India in the 1 lakh+ population category and has secured the award for India's Best Small City in Citizen Feedback. Overall, the city has received a score of 2813 marks out of 4000 in the Swachh Survekshan 2018.

In terms of Service Level Progress, the city administration has displayed its efforts in the fields of solid waste management, sanitation, IEC messages, behavior change measures and capacity building. Post verification of the city's claims in service level progress, the city was awarded 439 marks out of 1400 in this component.

In the Direct Observation component, the city has a very high score of 1057 marks out of 1200. This component involved the visit of an independent assessor to several locations around the city including residential areas,



commercial areas, bus station, railway station, public and community toilets, and waste treatment facilities.

The city has received a perfect score of 400 for Swachhata App downloads, resolution of complaints and usage by citizens. Most importantly, however, the city's residents have responded positively to the city's efforts in Swachh Bharat, and with overwhelming zeal.

More than 91% of the respondents who were asked about general cleanliness, improvement of sanitation and public facilities, number of public convenience facilities, and their cleanliness have given a positive feedback and appreciated the work of their local municipal body.



The Giridih Municipal Corporation has undertaken initiatives like:

GVP Transformation: Water ATM was installed at a Garbage Vulnerable Point which ensured a clean environment as well as kiosks to provide water to residents and floating population.

A dumpsite was remediated to a Community Toilet Cum Skill Development Centre.



RANCHI MUNICIPAL CORPORATION WINNER India's Best State Capital/UT in Citizen Feedback



Award Type	Citizen Feedback
Category	National
Sub-Category : State Capital/UT	

ALL INDIA RANK SS2018: #21	ALL INDIA RANK SS2017: #117
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Total	3146/4000
Part 1 After Validation : 752/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1169/1200 (On-Ground Observation)	
Citizen Feedback : 1225/1400 (Citizen Feedback Along With Swachata App Downloads)	

Ranchi is the capital city of the State of Jharkhand, which is also the Best Performing State in Swachh Survekshan 2018.

The city has a high score of 3146 marks out of 4000 overall in the Swachh Survekshan 2018. In the Service Level Progress component, the city's claims in providing services to its residents were verified independently and 752 marks



out of 1400 were awarded to the city's administration – encompassing the city's successful efforts in solid waste management, sanitation, IEC messaging, capacity building and behavior change measures.

In the Direct Observation component carrying 1200 marks, the city has scored a near-perfect 1169 marks. Independent assessors visited several locations around the city and captured photographs of the residential areas, commercial areas, bus station, railway station, vegetable markets, waste treatment plants, etc and found most of them to be impeccably clean. Even public and community toilets were evaluated under this component, and were found to be clean and complete with the required facilities to encourage their use among the general public.

Amongst all the state capitals and union territories in India, Ranchi Municipal Corporation has been adjudged 'India's Best Capital City in Citizen Feedback'. Having scored 1225 marks out of 1400, Ranchi's citizens have affirmed their faith in the local municipal administration in the respect of Swachh Bharat Mission activities and initiatives. In the Swachhata App component of Citizen Feedback which assesses the number of Swachhata App downloads, number of issues resolved as well as the usage by citizens, the city has scored full marks of 400.

In the six questions asked to residents through the direct feedback (face-to-face, web portal, outbound calls), over 85% have responded positively to the general cleanliness of the city, awareness about the Swachh Survekshan and other Swachh Bharat activities of the municipal corporation, improvements in cleanliness over the previous year, cleanliness of public and community toilets, provision of facilities in toilets and increase in the numbers.



Ranchi Municipal Corporation has taken the following initiatives within a span of one year:

Enforcement Squad: Ranchi Municipal Corporation had a big challenge of eliminating about 25 OD Spot from the region. With a work force of 25 to 30 enforcement officers who constantly monitored every day in the morning at about 5am to identify people who found open defecating and make them aware about negative impact of OD, also persuade them to use either IHHLs or Community Toilet in the area. In about two to three months, the special drive met with almost 100 per cent success.



Beautification & GVP Transformation: Ranchi Municipal Corporation is determined to bring zero waste status to the city. For this, several workshop has been organized, to encourage



people to make compost from the wet waste in their premises. Various hotels/banquet halls are now making compost in their premises and many bulk RWAs have a system to convert wet waste into compost. All the parks of RMC are doing 'Pit Composting'. SHGs are helping people in doing so. RMC beautified all GVPs with the help of paved blocks, plantation, grass and background paintings. Now, all the GVPs from RMC areas have been eliminated into beautiful parks.

Plastic Ban: Ranchi Municipal Corporation has banned plastic carry bags. There was a challenge of disposing the seized plastic carry bags. For this, RMC in a very smart move to use the same in construction of plastic roads. The use of plastic reduced the cost of bitumen up to 8% and the road is skid free.

Wall Painting & Hoarding: Ranchi Municipal Corporation encouraged the use of local SOHRAI arts for wall paintings in different areas. In a very innovative manner to encourage and attract people toward slogans of Swachh Bharat Mission, famous bollywood movie dialogues were used to spread the message of sanitation.





BEST IN WASTE MANAGEMENT



NAVI MUMBAI MUNICIPAL CORPORATION WINNER India's Best Big City in SWM



Award Type	Solid Waste Management
Category	Population >3-10 Lakh
Sub-Category	Overall

ALL INDIA RANK
SS2018: #9

ALL INDIA RANK
SS2017: #8

Total	3536/4000
Part 1 After Validation : 1216/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1133/1200 (On-Ground Observation)	
Citizen Feedback : 1187/1400 (Citizen Feedback Along With Swachata App Downloads)	
Solid Waste Management: 454/476	

Navi Mumbai is a planned city off the west coast of the Indian state of Maharashtra. Navi Mumbai is home to various educational institutions offering courses in several streams including engineering, medical sciences, interior designing and hotel management. The city has been ranked 12th among 73 cities surveyed for cleanliness and hygiene



in the Swachh Survekshan 2016 by the Union Ministry of Urban Development (MoUD).

In Swachh Survekshan 2017, Navi Mumbai secured the #8 rank. This year in Swachh Survekshan 2018, Navi Mumbai Municipal Corporation has secured #9 rank and was awarded as Best city in Solid Waste Management in more than 10 lakh population category and has drastically improved upon 'SWM infrastructure and services' by achieving 95.4% of the score.

More than 80% of the garbage is collected in a segregated manner and all the bulk garbage generators adopting onsite processing of organic waste.

Moreover, the commercial as well as residential streets were found very clean; as 100% commercial areas are appropriately covered by twin bins and twice a day sweeping is done without fail. More than 85% of the city waste is processed efficiently in a centralized waste processing plant.



In the Direct Observation component of the Swachh Survekshan 2018, the city scored 1133 marks out of 1200, making it a very good performer in terms of maintenance of public facilities and general cleanliness of the city's commercial and residential areas. More than 85% of the Residential Areas and Commercial Areas were found to be substantially clean. 100% of the CTs/PTs surveyed during SS2018 were found to be well lit well ventilated, had electricity connection, had water supply/flush, had onsite safe disposal system and IEC messages in the form of hoarding/paintings/banners/writings. The catchment areas of railway station and bus station were found to be substantially clean.



Most citizens were also found to have a positive outlook on the city administration's initiatives on cleanliness, awareness programs and other Swachh Bharat Mission activities. In total, approximately 13 thousand households are registered on the Swachhata App and more than 14 thousand registered on the city level grievance redressal app. With 9290 complaints registered and a resolution rate of more than 93%, Navi Mumbai Municipal Corporation has scored a 400/400 in Swachhata app Component of Swachh Survekshan 2018.

Under Part - 3A, where citizens are asked to provide their feedback through various sources. In total, 8882 citizens provided their valuable feedback during SS2018 and 80.8% of the citizens were of the opinion that their neighborhood was visibly cleaner compared to last year. Approximately 79% of the citizens had reported that they have started utilizing the litter bins placed in public areas.

MANGALURU MUNICIPAL CORPORATION WINNER India's Best Medium City in SWM



Award Type	Solid Waste Management
Category	Population 3-10 Lakh
Sub-Category	Overall

ALL INDIA RANK SS2018: #52 | ALL INDIA RANK SS2017: #63

Total	2848/4000
Part 1 After Validation : 951/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 916/1200 (On-Ground Observation)	
Citizen Feedback : 981/1400 (Citizen Feedback Along With Swachata App Downloads)	
Solid Waste Management: 314/476	

Mangaluru, officially known as Mangaluru, is the chief port city of the Indian state of Karnataka. It is located about 352 km west of the state capital, Bengaluru, between the Arabian Sea and the Western Ghats mountain range. The population of the urban agglomeration was 623,841, according to the provisional results of the 2011 national census of India. Mangaluru developed as a port in the

Arabian Sea during ancient times and became a major port of India. This port handles 75 per cent of India's coffee and cashew exports. The port is used as a staging point for sea traffic along the Malabar Coast.

Mangaluru is the largest city and administrative headquarters of the Dakshina Kannada district and is one of the most multicultural non-metro cities of India. It is also the largest city in the Coastal and Malnad regions of Karnataka, besides being a commercial, industrial, educational and healthcare hub on the West Coast of India. This port city has the second largest airport in Karnataka. Mangaluru city urban agglomeration extends from Ullal in the south to Mulki in the north, covering a distance of over 40 km (25 mi).

Mangaluru Municipal Corporation of Dakshin Kannada district in Karnataka has been awarded as best city in SWM under the category of 3 - 10 lakh population and has marked incredible growth in SWM by achieving 66% marks in SWM indicators in the Swachh Survekshan 2018, with a score of 314 out of 476 marks.

The entire city is covered with door-to-door garbage collection and 80% of the garbage is collected in a segregated manner. Moreover, appropriate number of twin bins are placed in all the commercial areas and almost all the GVPs are transformed with adequate remediation measures.

More than 85% of the city streets were found clean, among other indicators, leading to a score of 916 out of 1200 marks in the Direct



Observation component for the city. The city administration also received positive feedback from the majority of the population asked questions on general cleanliness, improvements over the past year, maintenance of public facilities as well as awareness programs under the aegis of the Swachh Bharat Mission.



TIRUPATI MUNICIPAL CORPORATION WINNER India's Best Small City in SWM



Award Type	Solid Waste Management
Category	Population 1-3 Lakh
Sub-Category	Overall

ALL INDIA RANK
SS2018: #6

ALL INDIA RANK
SS2017: #9

Total	3576/4000
Part 1 After Validation : 1207/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1125/1200 (On-Ground Observation)	
Citizen Feedback : 1244/1400 (Citizen Feedback Along With Swachata App Downloads)	
Solid Waste Management: 364/476	

The city of Tirupati is one of the holiest Hindu Pilgrimage sites across the world for the Tirumala Venkateswara Temple, besides other historical temples. This is also referred as the "Spiritual Capital of Andhra Pradesh". The City of Tirupati has also been adjudged as the "Best Heritage City" in the year 2012-2013 by the Ministry of Tourism, Government of India.

Tirupati Municipal Corporation (TMC) of Chittoor district in the state of Andhra Pradesh has been awarded as Best City in Solid Waste Management under the population category of 1 - 3 lakh at the national level. TMC was one of the ULBs in Swachh Survekshan 2017 and was ranked 9th in the survey out of 434 cities. In Swachh Survekshan 2018, Tirupati apart from receiving the award for the Best Solid Waste Management is also ranked at the 6th place; up by 3 places.

Tirupati has achieved an appreciable growth under the domain of SWM; the city has 100% coverage of door-to-door garbage collection in all of its 50 wards. All the notified commercial areas under its Jurisdiction are swept and cleaned twice a day as well as on all Sundays and festive holidays with mandatory night sweeping. More than 80% of the waste generated in the ULB is segregated into wet and dry categories at the source and 100% of the Bulk Garbage Generators (BGGs) have facility for on-site composting of the waste generated by them.

The TMC conducted a survey across the city to identify the Garbage Vulnerable Points (GVPs) and has transformed them by placing container bins across all of them. In addition to this almost every commercial area has twin-bins, for the convenience of the public.

Wet and dry waste processing plants are processing nearly 80% of the city waste efficiently. All the TMC staff involved in handling of Solid Waste have been provided with Personal Protective Equipments such as masks, shoes, florescent jackets etc. and use them on daily basis.

In Direct Observation, the city has received a score of 1125/1200. All the residential



areas and commercial areas surveyed during SS2018 were found to be clean. All the CTs/PTs were found to be friendly for men, women, children and disabled people apart from being well lit, well ventilated, with water supply/availability and electricity connection. All the CTs/PTs also had IEC messaging in place and are located on the Google Toilet Locator app with ICT feedback systems in place for all of them. The catchment areas of the Railway Station and Bus stations were also found to be substantially clean.

Tirupati Municipal Corporation has also secured 1244/1400 of SS2018 assessment. In total, approximately 17000 citizens of TMC have provided their valuable feedback in SS2018. More than 93% were aware that TMC was participating in Swachh Survekshan 2018. And approximately the same percentage of the citizens were also of the opinion that cleanliness standards have increased in their area as compared to the previous year. Approximately 93.5% of the people were of the opinion that they are satisfied with door-to-door Garbage collection service provided by TMC. More than 9831 households have registered on the Swachhata app of MoHUA and have filed approximately 64000 complaints during the last year. The ULB, with its dedicated MSW staff has been able to achieve a complaint resolution rate of almost 97%. This is reflected in the score that the city has received under Part- 3B i.e. a 400/400.



GREATER HYDERABAD MUNICIPAL CORPORATION WINNER India's Best State Capital/UT in SWM



Award Type	Solid Waste Management
Category	State Capital/UT
Sub-Category	Overall

ALL INDIA RANK
SS2018: #27

ALL INDIA RANK
SS2017: #22

Total	3092/4000
Part 1 After Validation : 973/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1177/1200 (On-Ground Observation)	
Citizen Feedback : 942/1400 (Citizen Feedback Along With Swachata App Downloads)	
Solid Waste Management: 336/476	

Hyderabad is the capital of the state of Telangana in Southern India, located on the banks of the Musi River and on the Deccan Plateau. Hyderabad district is entirely contained within the Ranga Reddy district of Telangana. Many of the suburbs of Hyderabad were recently merged into the city, now called Greater Hyderabad, and administered by the Greater Hyderabad Municipal Corporation. Hyderabad was founded by the Qutb Shāhī



sultans of Golconda, under whom the kingdom of Golconda attained a position of importance second only to that of the Mughal Empire to the north.

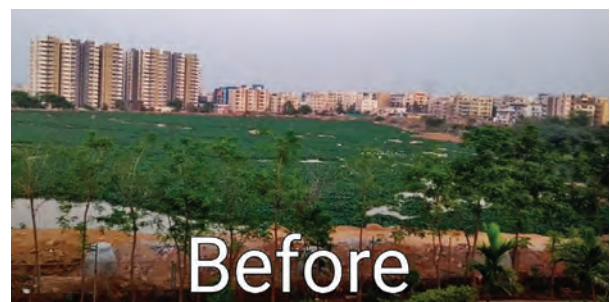
A city rich with history and tradition, Hyderabad now competes with Bangalore and Chennai for the crown of India's IT capital. Microsoft and Google have their India headquarters here. Hyderabad has become a hub of trade and commerce and an international centre for information technology (IT). The city has long been associated with the production of Telugu-language films, which gave rise to its nickname Tollywood.



Greater Hyderabad Municipal Corporation (GHMC) of Hyderabad district in Telangana is awarded as best city in Solid Waste Management (SWM) under state capital/ UT category. The city has laid all possible efforts to reach citizens to implement waste segregation at household level, whereas 100% door-to-door is sustained within the city. Twin bins are placed in all the commercial areas in GHMC. Spot fines for littering helped in making the city streets cleaner than ever. Twice a day sweeping is being done in all commercial areas within city. The identified Informal Waste pickers

have been deployed throughout the city. The city has a high score of 3092 marks out of 4000 overall in the Swachh Survekshan 2018. In the Service Level Progress component, the city's claims in providing services to its residents were verified independently and 973 marks out of 1400 were awarded to the city's administration – encompassing the city's successful efforts in solid waste management, sanitation, IEC messaging, capacity building and behavior change measures.

In the Direct Observation component carrying 1200 marks, the city has scored a near-perfect 1177 marks. Independent assessors visited several locations around the city and captured photographs of the residential areas, commercial areas, bus station, railway station, vegetable markets, waste treatment plants, etc and found most of them to be impeccably clean. Public and community toilets were also evaluated under this component, and were found to be clean and complete with the required facilities to encourage their use by the general public. The city has also received good feedback from its citizens, who have answered positively to questions about the general cleanliness in the city, improvements over the past year and Swachhata App downloads. Other questions asked to the residents through several media platforms were about the satisfactory maintenance of public convenience facilities and the carrying out of public awareness activities. In this component, the city has received a score of 942 marks out of 1400.





THE INNOVATORS



NAGPUR MUNICIPAL CORPORATION WINNER

India's Best Big City in Innovations & Practices



Award Type	Innovation & Best Practices
Category	Population >10 Lakh
Sub-Category : Overall	

ALL INDIA RANK
SS2018: #55

ALL INDIA RANK
SS2017: #137

Total	2835/4000
Part 1 After Validation : 639/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1165/1200 (On-Ground Observation)	
Citizen Feedback : 1031/1400 (Citizen Feedback Along With Swachata App Downloads)	

Nagpur Municipal Council was established in the year 1864 and subsequently the Nagpur Municipal Corporation came into existence in the year 1951 after the India gained Independence. The city of Nagpur is also known as the "Orange City" for being the trade hub of oranges in India. It is the winter capital and the third largest city in the state of Maharashtra. A city with



more than 300 yrs of history has been participating Swachh Survekshan since 2016.

Nagpur Municipal Corporation participated in Swachh Survekshan 2016 and attained 20th rank out of 73 participating cities. Subsequently, in Swachh Survekshan 2017, it was ranked at the 137th position and this year has been ranked at the 55th position. The city has been awarded with the Innovation and Best practices award among big cities with greater than 10 lakh population.

Nagpur Municipal Corporation (NMC) earned this award because of its project named “Soft Asset Geo-Fencing and tracking for NMC employees”. NMC has completed a pilot study and started implementing a wristwatch device with GPS in order to track its employees working on solid waste management during working hours. This is being done with the intention of ensuring proper attendance, timely work and reporting to the correct place of duty. This wristwatch has been developed by a private company for the specific purpose of tracking employees. This technology of GPS/RFID had found its way into the Swachh Bharat Mission through GPS devices fitted to the Municipal Corporation vehicles, but now the Nagpur Municipal Corporation has gone a step further and is trying to study employee behavior, develop methods of increasing efficiency of workers which will ultimately benefit the government, the workers and the citizens in attaining the highest levels of Swachhata.

The NMC has piloted this initiative in zone No.9 and found that employees on the ground worked for

3.5 hours as against 8 hours. NMC is now identifying a private firm who will setup and operate a control room for 7 years with a 3.5 year lockin. Presently, NMC pay Rs. 168/- as salary to sanitation workers; which can ensure 55% of the system is operational.

This corporation apart from trying to bring in more efficiency into its work force, has also been working hard on the ground. The city has scored a total of 2835 marks out of 4000 marks in Swachh Survekshan 2018.

In Service Level Progress (SLP), Nagpur Municipal Corporation has scored 639 marks out of 1400. The corporation has conducted a survey across the city and has identified and integrated all the informal waste pickers into the formal system. In addition to this, one more reason of visible transformation on the ground is the identification of Garbage Vulnerable Points (GVPs) on the ground and their successful transformation across the city.

Nagpur is also a ODF Certified ULB. The corporation has started implementing the new FSSM policy by registering and monitoring the de-sludging operators within the ULB. The





ULB also has functional and efficient STP/FSTP under its belt. The ULB has achieved the targets of IHHL and CTs/PTs. All the CTs/PTs are located on Google Toilet Locator App and are being monitored through an ICT based Feedback system. In addition to this the ULB has also notified the public about the availability of all the toilets at the petrol pumps for public use.

The ULB is in the process of holding

quarterly meeting with all its RWAs, Religious Leaders, SHGs and collaborates with them to educate masses about the advantages of source segregation and decentralized composting.

All the staff members of Nagpur Municipal Corporation have undertaken and have completed atleast 15 courses on the SBM E- Learning portal and also more than 15 staff members have been sent on staff exposure visits to different places to learn the best practices and implement them in their own city.

In Direct Observation, the city received a brilliant score of 1165 marks out of 1200. More than 90% of the residential areas and commercial areas surveyed in SS2018 were found to be 100% clean. All the CTs/PTs were found to be connected with a safe on-site disposal system or sewer network and IEC Messages were found to be present at all of them. All the vegetable markets surveyed during SS2018, were found to be substantially clean and all of them either had visible signages for the public for maintaining cleanliness in the area or posters/paintings depicting the advantages of on-site composting.

Under Part-III (Citizen Feedback), Nagpur Municipal Corporation also received a score of 1031 marks out of 1400. Approximately, 50000 citizens have registered with the Swachhata App of MoHUA and have posted more than 30000 complaints in a matter of one year. More than 90% of these complaints were resolved by Nagpur Municipal Corporation.



ALIGARH MUNICIPAL CORPORATION WINNER

India's Best Medium City in Innovation & Practices



Award Type	Innovation & Best Practices
Category	Population 3-10 Lakh
Sub-Category : Overall	

ALL INDIA RANK
SS2018: #173

ALL INDIA RANK
SS2017: #145

Total	2188/4000
Part 1 After Validation : 223/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 827/1200 (On-Ground Observation)	
Citizen Feedback : 1138/1400 (Citizen Feedback Along With Swachata App Downloads) Innovation and Best Practices: 48/70	

The city of Aligarh is well known for Aligarh Muslim University (AMU) and its lock making industries. Aligarh locks are exported across the world. It is also known for agricultural trade hub, brass hardware, sculptures and zinc dye-casting etc. Today, the city has thousands of manufacturers, exporters and suppliers involved in the brass, bronze,



iron and aluminium industries. The city is a big centre of zinc dye- casting. Located in the state of Uttar Pradesh.

Aligarh Municipal Corporation (AMC) first participated in Swachh Survekshan 2017 and secured the 145th rank. This time in Swachh Survekshan 2018, Aligarh was awarded as the Best Medium City in Innovation and Best Practices (3-10 Lakh). It has also secured 173rd rank in SS2018.

AMC has secured a score of 2185 out of 4000 in Swachh Survekshan 2018. It has a functional landfill for disposing the rejects from the processing units. AMC has been focusing on building CTs/PTs across the city at every commercial area. All of these CTs/PTs have been mapped on Google Toilet Locator and have ICT based Feedback system in place. All the staff of AMC above the grades of Sanitary Inspector and Asst./Jr. Engineer have successfully completed more than 15 courses on the SBM E-Learning Platform of MoHUA.

Under Part-2B of SS2018, i.e. Direct Observation, AMC has secured a score of 827 out of 1200. Approximately 80% of the residential areas surveyed during SS2018



were found to be clean. IEC Banners were found at all the CTs/PTs surveyed and most of them were found to be connected to a safe onsite disposal/sewer network.

In the Citizen Feedback, AMC has secured a score of 1138 out of 1400. More than 19861 households have registered on MoHUA Swachhata App. More than 25 thousand complaints were filed and ULB had a resolution rate of around 94 percent. In total, 2839 citizens provided their valuable inputs for SS2018 and 84.36% of the citizens feel that the cleanliness in their area has improved compared to last year. Also, around 83.23% of the citizens' say that they have started utilizing the litter bins in public areas.



Under Innovation and Best Practices, the city submitted a project named “**Magic Bricks**”. Aligarh Municipal Corporation is successfully turning waste into a public good through its innovative method of waste management. The municipality has piloted a project of developing bricks with a casing of concrete but a filling of shredded dry waste that includes plastics, metals, etc. The dry waste is first segregated from the remaining waste and then put through a multi-stage compression process which creates the filling for the brick. This filling is then placed into a mould and concrete is filled around all sides of it. The municipal body has proposed the usage of this brick in lining footpath kerbs, or linings for flyovers, after getting the bricks tested for their strength and durability. This idea certainly can find its way into more local governments and defines a new horizon for waste management.

AMBIKAPUR MUNICIPAL CORPORATION WINNER

India's Best Small City in Innovations & Practices



Award Type	Innovation & Best Practices
Category	Population 1-3 Lakh
Sub-Category : Overall	

ALL INDIA RANK
SS2018: #11

ALL INDIA RANK
SS2017: #15

Total	3459/4000
Part 1 After Validation : 1106/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1097/1200 (On-Ground Observation)	
Citizen Feedback : 1274/1400 (Citizen Feedback Along With Swachata App Downloads)	

Ambikapur is a city in Surguja district of Chhattisgarh. The district is one of the oldest districts of the Indian state of Chhattisgarh, a state situated in eastern-central India. Ambikapur is also the divisional headquarters of Surguja Division which consists of the five districts of Surguja, Korea, Balrampur, Surajpur and Jashpur.



Ambikapur was once the capital of the princely state of Surguja before India gained Independence in 1947. The name of the city is derived from the Hindu goddess Ambika (Mahamaya) Devi, who is the central figure of worship in the area. The city is one of the largest in Chhattisgarh.

All of its 2,500 households have adapted to the city administration's scheme of basic waste generation, by segregating the dry and wet garbage. This is then picked up early morning by a team of women wearing white caps and yellow gloves who cart off this waste to secondary segregation centres. This garbage is sorted into 38 different categories before being sent off for recycling, composting or other kinds of processing depending on the type. However, getting to this point required a significant amount of effort. It all started with Nagar Nigam Ambikapur, the city's civic body, distributing two dustbins to every household to segregate their waste and conducting extensive publicity campaigns to encourage primary source segregation.

Ambikapur's specific model is the reason for its award. Overall the score of the city is 3459 marks out of 4000.

In the Service Level Progress component, the city has received 1106 marks out of 1400, meaning that the city was found to have taken action within the standards and requirements of the Swachh Bharat Mission, and was found to be excellent in most respects.

In the Direct Observation component, the city has a score of 1097 out of 1200, signifying that most of the public areas and sanitation

facilities were impeccably maintained by the local administration.

The Citizen Feedback derived from questions posed to residents of the city through several means including face-to-face interaction, yielded 1274 marks out of 1400 for Ambikapur. Most citizens had a positive outlook of the general cleanliness in their city, improvements over the past year and the maintenance of public sanitation facilities.

Ambikapur Model of Solid Waste Management

The Ambikapur model of successful integration of stakeholders in solid waste management has captured the awe of many different cities around the country. The city has tied up with NGOs and SHGs for door-to-door collection and waste segregation, thus creating several employment opportunities as well as efficiently managing its waste. Ambikapur's waste management model involves setting up Solid and Liquid Resource Management Centres (SLRM) across the town, and employing a force of women belonging to several NGOs and SHGs for segregating waste into several different categories. Waste under each category is then either recycled, reused, or reclaimed through different techniques. The door-to-door collection is also handled efficiently by SHGs working together with the Government to ensure timely collection of waste and 100% coverage.



PANAJI MUNICIPAL CORPORATION WINNER

India's Best State Capital/UT in Innovation & Practices



Award Type	Innovation & Best Practices
Category	State Capital/UT
Sub-Category : Overall	

ALL INDIA RANK SS2018: #155	ALL INDIA RANK SS2017: #90
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Total	2281/4000
Part 1 After Validation : 319/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1039/1200 (On-Ground Observation)	
Citizen Feedback : 923/1400 (Citizen Feedback Along With Swachata App Downloads)	

Panaji city is governed through a Municipal Corporation and is the capital of the Indian state of Goa and the headquarters of North Goa district. It lies on the banks of the Mandovi River estuary. With a population of 114,759 in the metropolitan area, Panjim is Goa's largest urban agglomeration, ahead of Margão and Vasco da Gama.



Panjim has terraced hills, concrete buildings with balconies and red-tiled roofs, churches, and a riverside promenade. There are avenues lined with gulmohar, acacia and other trees. The city has also been selected as one of hundred Indian cities to be developed as a smart city under the Smart Cities Mission of the Government of India.

Panjim city has a very rich history. It is a city of stepped streets and a seven kilometre long promenade. It was elevated from a town to a city on March 22, 1843 making it the oldest civic institution in Asia (175 years). Due to its international tourists and diversified history, it is regarded as a centre where cultures from across the globe meet and creativity flourishes.

In Swachh Survekshan 2018, Panjim city has obtained 2281 marks out of a total of 4000. In Service Level Progress, the city has managed a score of 319 out of 1400, signifying its commitment towards improving the situation in solid waste management, sanitation, IEC messaging, capacity building and behavior change measures.

The Direct Observation component has earned the city a score of 1039 out of 1200. Panaji has also received good feedback from its citizens, scoring 923 out of 1400 marks.

Integrated Solid Waste Management Practices

As far back as 2012, the corporation of the city of Panaji observed massive scope of improvement in the entire waste management system of the city. They ascertained that the root cause of the problem is the collective accumulation of all types of waste such as green waste, plastics, glass, metal,

etc. Moreover, the landfills are used to dump this collection of waste. Amidst of such a scenario, the corporation aimed at a landfill free city. In striving to achieve the objective, the corporation of the city of Panaji adopted an integrated-decentralized solid waste management system. The idea and motive behind designing of the system was to ensure 100% segregation of waste at source.

To ensure source segregation of the waste, the corporation defined colors of waste collection bags for each type of waste. Green colour for biodegradable waste, pink for paper and cardboard, brown for plastic waste, black for glasses and metals, and white bags for non-recyclable waste. Thus, there was a distinctive bag for each kind of waste. This made source segregation of waste effective.

The corporation of the city of Panaji established the process of door-to-door collection of solid municipal waste. The hotel industry is a prominent waste generators and generates about 70% of the total waste in the city. Thus, to ensure the effective outcome of the program, the corporation formulated and implemented strict policies for industries which included fines and penalties in case of any violation of the rules of waste collection. It also supervised the construction of decentralized composting units for efficient composting of biodegradable waste. They also partnered with many recycling units to transact the vast quantities of segregated waste.

The efforts of the corporation helped them accomplish their aim of a city free of landfills and bins. Now, the waste generated and segregated at source goes directly to the composting grounds and recycling units.





INDIA'S BEST CANTONMENTS





CANTONMENT BOARD AWARDS

TABLE 8: Cantonment Board Awardees

Sl. No.	Award Category	Name of the cantonment Board
1	Cleanest Cantonment Board – Rank 1	Delhi Cantonment Board
2	Cleanest Cantonment Board – Rank 2	Almora Cantonment Board
3	Cleanest Cantonment Board – Rank 3	Ranikhet Cantonment Board
4	Best Cantonment Board in 'Citizen Feedback'	Nainital Cantonment Board
5	Best Cantonment Board in 'Innovation & Best Practices'	St. Thomas Mount Cantonment Board
6	Best Cantonment Board in 'Solid Waste Management'	Jutogh Cantonment Board

TABLE 9: Top 20 Cantonment Boards On Basis Of Total Score

SS2018 Ranking	Name of the Cantonment Board	Service Level Progress (1400 M)	Direct Observation (1200 M)	Citizen Feedback & Swachhata App (1400 M)	Overall Marks (4000M)
1	Delhi	914	104	1139	3077
2	Almora	556	1027	1304	2887
3	Ranikhet	541	1146	1015	2702
4	Ferozepur	619	860	1199	2678
5	Ahmadnagar	557	923	1122	2603
6	Nainital	258	1059	1255	2571
7	Kamptee	324	1096	1135	2555
8	Jutogh	721	829	984	2534
9	Sagar	803	892	801	2496
10	Jalandhar	491	957	983	2431
11	Agra	377	1056	922	2355
12	Jhansi	498	684	1126	2308
13	Varanasi	333	928	1019	2280
14	Dalhousie	307	1052	907	2266
15	Dehu Road	228	1123	892	2243
16	Clement Town	456	885	889	2230
17	Lucknow	454	854	898	2206
18	Dehradun	416	877	906	2200
19	Aurangabad	552	836	809	2198
20	Kirkee	407	981	807	2195

DELHI CANTONMENT, DELHI WINNER India's Cleanest Cantonment Board



**1st
RANK**

Award Type	Cleanliness
Category	Cantonment Board
Sub-Category	Overall

Total	3077/4000
Part 1 After Validation : 914/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1024/1200 (On-Ground Observation)	
Citizen Feedback : 1139/1400 (Citizen Feedback Along With Swachata App Downloads)	

Delhi Cantonment Board (DCB) was established in 1914 and until February 1938, the Cantonment Board Delhi was known as the Cantonment Authority.

The Delhi Cantonment is a Class I Cantonment Board and has secured the first position amongst the 61 Cantonment Boards which participated in Swachh Survekshan 2018. DCB secured 3077



marks out of 4000 in total, with 1024 marks out of 1200 under Direct Observation component. The local body was found to have successfully implemented source segregation in all its 8 wards, with a population of over 1 lakh people. The use of polythene has been banned in the cantonment areas. Regular raids are conducted and polythene carry bags have been confiscated. 100% residential areas are covered by door-to-door garbage collection and each garbage collection vehicle is equipped with GPS/RFID device. Special drives are conducted to create awareness for source segregation of waste at household level.

The Board receives bulk water supply from Delhi Jal Board for Village Naraina. However, water distribution is being done through Board's infrastructure comprising Overhead tanks and Underground sumps. For other areas, the Board is supplying water through its own tube wells and infrastructure. Delhi Cantonment has a highly efficient functional Sewage Treatment Plant (STP).

The general cleanliness and maintenance around residential and commercial areas, community and public toilets, bus stands and railway stations are found to be mostly positive.

About 80% of the citizens residing in the Cantonment Board area of Delhi are satisfied with the initiatives, facilities and services provided by the Board within the Swachh Bharat Mission.

All commercial areas are swept twice a day and have equally spaced twin bins for the convenience of public.



ALMORA CANTONMENT, UTTARAKHAND FIREST RUNNER UP India's Cleanest Cantonment Board



**2nd
RANK**

Award Type	Cleanliness
Category	Cantonment Board
Sub-Category	Overall

Total	2887/4000
Part 1 After Validation : 556/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1027/1200 (On-Ground Observation)	
Citizen Feedback : 1304/1400 (Citizen Feedback Along With Swachata App Downloads)	

Nestled in the hills of Kumaon, the Almora Cantonment Board was established in 1815. Spread over an area of 167 acres, the population of the cantonment as per 2011 census is 1391.

Water is supplied by the Uttarakhand Jal Sansthan. Door-to-door collection of garbage is being done with 100% coverage and to an extent garbage is segregated



at the source. Dustbins are provided with separate chambers for wet and dry wastes.

Composting of biodegradable waste is done in trenches and manure is used in flower beds. Vermi-composting is also being done to process organic waste. All commercial spaces have twin-bin facility for public. The Almora Cantonment Board has secured 2nd place



amongst all Cantonment Boards - with a total score of 2887 out of 4000. The Cantt Board has 2 wards which are both 100% covered by door-to-door collection. With a population of just over 1,300 people, Almora Cantt has performed outstandingly in the Direct Observation component, securing 1027 marks out of 1200.

Its public toilets, residential and commercial areas, waste treatment plant, bus stands and taxi stands have been found clean in the photographs taken by an independent assessor on the field. Spot fines have been enforced and use of polythene also have been banned in the Cantonment.

Feedback from citizens has been Almora Cantt's best achievement for the Swachh Survekshan 2018. Almost 98% of citizens held a positive view of the general cleanliness maintained by the local government, as well as the facilities provided.



RANIKHET CANTONMENT, UTTARAKHAND SECOND RUNNER UP India's Cleanest Cantonment Board



3
rd
RANK

Award Type	Cleanliness
Category	Cantonment Board
Sub-Category	Overall

Total	2702/4000
Part 1 After Validation : 541/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1146/1200 (On-Ground Observation)	
Citizen Feedback : 1015/1400 (Citizen Feedback Along With Swachata App Downloads)	

The Ranikhet Cantonment Board is a Category II Cantonment, situated in Almora District of Uttarakhand. Established in 1869, the Cantonment Board is situated at 6000 ft above the sea level and is often referred to as the Queen of Kumaon Hills.

Ranikhet Cantonment Board has secured the 3rd position amongst all Cantonment



52 compost pits have been dug out near residential areas as well as in all parks for on-site composting of wet garbage.

50 pair of twin Hanging Steel Dustbins (blue & green) have been installed at various locations such as Roadways station, Taxi stand, Temple, Mosque, Church and Market area to accommodate the requirement of a tourist city for cleanliness and aesthetics. The ULB has transformed Garbage Vulnerable Points (GVPs) to clean spaces.

There are 42 community toilets (with 233 seats) existing in Cantonment area and all were well maintained.

Boards in the “Best Cantonment Boards” awards category for Swachh Survekshan 2018. With a population of about 19,000 people living across 7 wards, Ranikhet Cantt has scored 2702 marks out of 4000 in total.

A high score of 1146 out of 1200 in the Direct Observation component makes it the best Cantonment Board among its 60 contemporaries in the independent assessment of public amenities such as cleaning of residential and commercial areas, maintaining toilets for public use, keeping bus stands and taxi stands clean, etc.

The Board has also ensured 100% coverage in all 7 wards for door-to-door collection of waste on a daily basis. Two GPS equipped tippers collect all garbage and transport it to the waste processing site. Final segregation is done at waste processing site.

The Ranikhet Cantt Board has also received an overwhelming response from the public, with over 85% satisfaction on general cleanliness and Swachh Bharat Mission initiatives.



NAINITAL CANTONMENT, UTTARAKHAND WINNER

India's Cleanest Cantonment Board in Citizen Feedback



Award Type	Citizen Feedback
Category	Cantonment Board
Sub-Category	Overall

Total	2572/4000
Part 1 After Validation : 258/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1059/1200 (On-Ground Observation)	
Citizen Feedback : 1255/1400 (Citizen Feedback = 874.5693013/1000; Swachata App Downloads = 380/400)	

Nainital Cantonment is a cantonment town in Nainital district in the Indian state of Uttarakhand, close to the hill station of Nainital. Established in the year 1878, Nainital Cantonment is a Category IV cantonment.

Nainital is situated in a valley of Gagar range running from east to west and has Naina Peak on the north with a height of 8568 feet above Mean Sea Level (MSL).



The lake is surrounded by a road, the northern side of which is called the “Mall Road” or “G.B. Pant Marg”. On the hilly side of this road are hotels and shops. The administration of Nainital town by the Municipal Board is carried out by dividing the town area into a number of wards.

The Board is maintaining its own independent water supply scheme. Spring water is collected into a reservoir and pumped into storage tanks for distribution. Per capita water supply is about 140 litres per day. General sanitation in the cantonment remained satisfactory during on-ground observation.

Use and sale of polythene has been banned in the cantonment area. To process wet waste, composting is done in trenches. Non-biodegradable waste is collected and stored for sale/recycling.

Among 61 Cantonment Boards, Nainital Cantt has won the award for “Best Cantonment in Citizen Feedback” for Swachh Survekshan 2018. The feedback from Cantt residents was taken through several media – face to face, telephonic, OTP-based on

website and Swachhata app. With a population of around 1,400 people, Nainital Cantt received favourable feedback from their residents on general cleanliness of their area, improvements from the previous year, awareness about the Swachh Bharat initiatives, including the Swachh Survekshan 2018, etc. Nainital Cantt received 875 marks out of 1000 directly through their citizens, and 380 out of 400 for the Swachhata App downloads and usage.

This is a notable achievement considering that the Cantonment Board receives nearly 2.5 lakh overnight visitor annually and nearly 50,000 tourists per day.

All public toilets under this Cantonment Board are constructed for citizen convenience and is Open Defecation Free (ODF) Certified. All the commercial, residential, community toilet and public toilet were found to be clean during the direct observation. Twin bins are installed in every commercial area.



ST. THOMAS MOUNT-CUM-PALLAVARAM CANTT WINNER Best Cantt. Innovation And Best Practices



Award Type	Innovation And Best Practices
Category	Cantonment Board
Sub-Category	Overall

Total	1615/4000
Part 1 After Validation : 354/1400 (Service Level Benchmark After Independent Validation)	
DIRECT OBSERVATION : 729/1200 (On-Ground Observation)	
Citizen Feedback : 532/1400 (Citizen Feedback = 874.5693013/1000; Swachata App Downloads = 380/400)	
Innovation And Best Practices: 40/70	

The Cantonment Board St. Thomas Mount cum Pallavaram was established in the year 1774 and is the second oldest Cantonment in the country. The total area of Cantonment is 2918.67 acres. With a total population of 43,795, it is a Category II Cantonment.

Usage of polythene bags is banned in the Cantonment area. Many awareness campaigns were organized by the



Cantonment Board to motivate citizens and maintain the cantonment clean. Activities like puppet shows was also organized at few places to create public awareness regarding plastic hazards.

Decentralized processing of organic waste is being done within the cantonment area by adopting vermi-composting. Many bio-gas plants are installed to produce gas from food waste. Vermi-compost sheds were opened in December 2016.

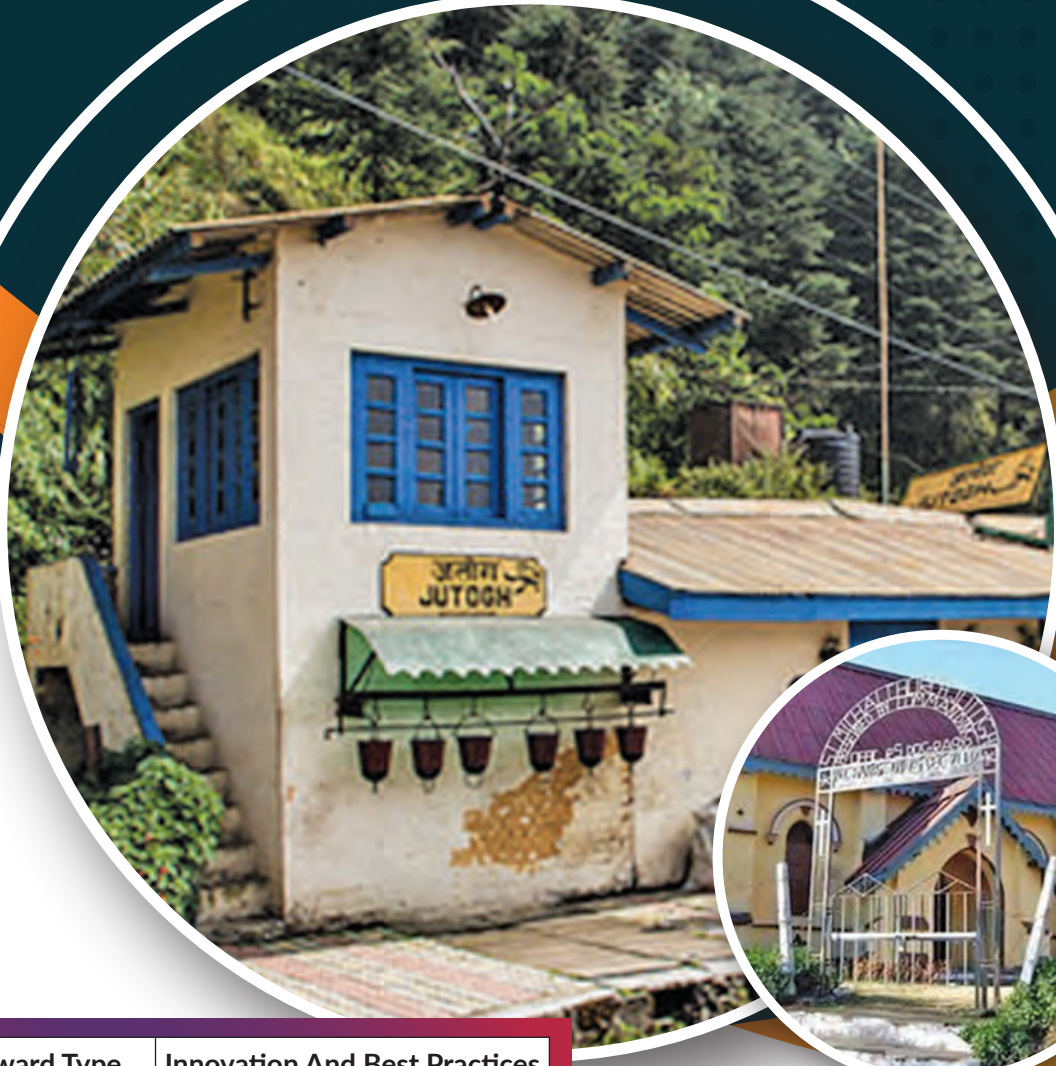
As winner of the “Best Cantonment in Innovation & Best Practices” award, the St. Thomas Mount Cantonment Board has secured 40 out of 70 marks for this indicator. The Innovation submitted by the Cantt is titled “Bio Gas Plant/Generator”.

To implement the practice of using food waste as a resource in the form of either compost or bio gas, St. Thomas Mount Cantt has installed one bio gas plant and one bio gas generator, which take food waste from nearby hotels and schools and can together treat up to 650 kg of food waste in a day.

This project has been well implemented, and has potential for scalability. It is also impactful as a reduction of about 0.5 tonnes of food waste is significant for a local body governing about 44,000 people.



JUTOGH CANTONMENT BOARD WINNER Best Cantt. Solid Waste Management (SWM)



Award Type	Innovation And Best Practices
Category	Cantonment Board
Sub-Category	Overall
Total	2534/4000
Part 1 After Validation : 721/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 829/1200 (On-Ground Observation)	
Citizen Feedback : 984/1400 (Citizen Feedback Along With Swachata App Downloads)	
SWM Indicators: 262/476	

Jutogh cantonment was established in the year 1843. At present total area of the cantonment is 349.62 acres. As per census of 2011 the total population of the Cantonment is 2062 and is categorized as a Class IV Cantonment.

Jutogh Cantonment Board is the winner of the “Best Cantonment in Solid Waste Management” award for Swachh Survekshan 2018. Out of a total of 476



marks, Jutogh Cantt has scored 262, making it the best among all Cantt. Boards.

The CB has identified and engaged informal waste pickers with in the Cantt. Moreover, twice a day sweeping is undertaken on a regular basis.

Among the Cantt's achievements in solid waste management are - 100% door-to-door collection in its 2 wards, successful transformation of Garbage Vulnerable Points, proper transportation of waste, processing of dry and wet waste separately, etc.

Jutogh Cantonment Board is 'Open Defecation Free' certified. Spot fines has been enforced to make keep the cantt. clean.

Jutogh Cantt. has scored maximum marks in all of the aforementioned indicators, as well as made significant progress in the remaining indicators.





ZONAL LEVEL AWARDS





ZONAL LEVEL AWARDS

TABLE 10: Awarded ULBs - North Zone (Less than 1 lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	North Zone's 'Cleanest City'	Bhadson Nagar Panchayat, Punjab
2	North Zone's Best City in 'Citizen Feedback'	Moonak Nagar Panchayat, Punjab
3	North Zone's Best City in 'Innovation & Best Practices'	Gharaunda Municipal Committee, Haryana
4	North Zone's Best City in 'Solid Waste Management'	Samthar Nagar Palika Parishad, Uttar Pradesh

TABLE 11: Awarded ULBs - East Zone (Less than 1 lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	East Zone's 'Cleanest City'	Bundu Nagar Panchayat, Jharkhand
2	East Zone's Best City in 'Citizen Feedback'	Narharpur Nagar Panchayat, Chhattisgarh
3	East Zone's Best City in 'Innovation & Best Practices'	Pakur Town Panchayat, Jharkhand
4	East Zone's Best City in 'Solid Waste Management'	Chaibasa Nagar Palika, Jharkhand

TABLE 12: Awarded ULBs - North-East Zone (Less than 1 lakh Population)

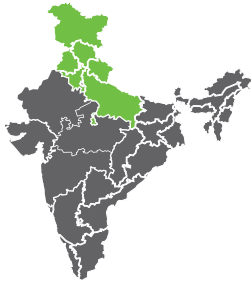
Sl. No.	Award Category	Name Of The ULB
1	North - East Zone's 'Cleanest City'	Kakching Municipal Council, Manipur
2	North - East Zone's Best City in 'Citizen Feedback'	Mayang Imphal Municipal Council, Manipur
3	North - East Zone's Best City in 'Innovation & Best Practices'	Baite Notified Town, Mizoram
4	North - East Zone's Best City in 'Solid Waste Management'	Rangpo Nagar Panchayat, Sikkim

TABLE 13: Awarded ULBs - South Zone (Less than 1 lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	South Zone's 'Cleanest City'	Siddipet Municipality, Telangana
2	South Zone's Best City in 'Citizen Feedback'	Bod Uppal Municipality, Telangana
3	South Zone's Best City in 'Innovation & Best Practices'	Peerizadiguda Municipality, Telangana
4	South Zone's Best City in 'Solid Waste Management'	Hunsur Town Municipal Council, Karnataka

TABLE 14: Awarded ULBs - West Zone (Less than 1 lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	West Zone's 'Cleanest City'	Panchgani Municipal Council, Maharashtra
2	West Zone's Best City in 'Citizen Feedback'	Shendurjana Ghat Municipal Council, Maharashtra
3	West Zone's Best City in 'Innovation & Best Practices'	Sasvad Municipal Council, Maharashtra
4	West Zone's Best City in 'Solid Waste Management'	Anklesvar Municipality, Gujarat



NORTH ZONE CLEANEST CITY: BHADSON (NP), PUNJAB

Bhadson is a town in Patiala district in the state of Punjab. Total geographical area of Bhadson Nagar Panchayat is 2 km² with a population of 7,260 as per report released by Census India 2011.



Bhadson is a developing town and. It has made tremendous progress in the field of industry and technology. It is well-known all over India for harvester combine manufacturing of wheat threshers, agricultural and farm machinery, such as tractor driven combines, self-propelled combines with self-developed indigenous technology.

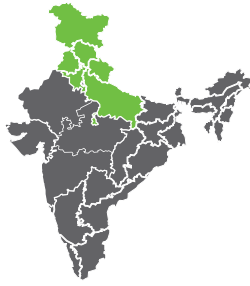
Bhadson has been adjudged the cleanest city in North Zone under less than 1 lakh category. Apart from its efforts in solid waste management, sanitation, and other Swachh Bharat Mission initiatives,



Award Type	Cleanliness
Category	North Zone
Sub-Category	Population < 1 Lakh
Total	2679/4000
Part 1 After Validation : 285/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1063/1200 (On-Ground Observation)	
Citizen Feedback : 1330/1400 (Citizen Feedback Along With Swachata App Downloads)	

Bhadson has performed well in the Direct Observation component, with 1063 marks out of 1200. The community and public toilets in the town were found to have all the necessary facilities like water connection, electricity, proper lighting and ventilation. The bus station was also found clean with dustbins placed at the shops present there. Toilets near the bus station had all the necessary facilities as well. In the Citizen Feedback component, Bhadson with over 90% of the surveyed citizens giving a positive feedback of their municipal body's Swachh Bharat Mission activities. The Urban Local Body is working to ensure cleanliness of the area and to provide good civic facilities to its citizens.





NORTH ZONE

BEST CITY FOR CITIZEN FEEDBACK: MOONAK (NP), PUNJAB

Moonak is a Nagar Panchayat city in the district of Sangrur, Punjab. The majority of people are engaged in farming and agricultural business. Moonak is situated near the Punjab-Haryana border.

Moonak city is divided into 13 wards with total population of 18,141. Total geographical area of Moonak Nagar Panchayat is 6 km² and has total administration approximately 3200 houses to which it supplies basic amenities like water and sewerage.

The city of Moonak has received a total score of 2417 marks out of 4000 in Swachh Survekshan 2018.

In the Service Level Progress component, the city has scored 138 marks out of 1400, displaying its paucity of documentary evidence regarding its work.

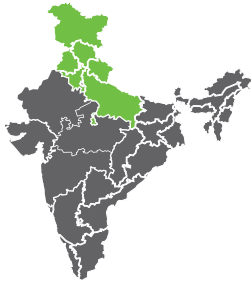
The Direct Observation component for the city captures the ground level cleanliness and maintenance of public facilities including toilets in the city by the local administration. The city has received a score of 952 out of a total of 1200 marks, meaning that the majority of locations surveyed by an independent assessor were found to be according to the standards prescribed. Better documentation would certainly help the

Award Type	Citizen Feedback
Category	North Zone
Sub-Category	Population < 1 LAKH

Total	2418/4000
Part 1 After Validation : 138/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 952/1200 (On-Ground Observation)	
Citizen Feedback : 1328/1400 Citizen Feedback= 947.56; Swachata App Downloads=380	

ULB with its overall ranking in the future. In North Zone, Moonak Nagar Panchayat has been adjudged as the Best City in Citizen Feedback. In the direct component for citizen feedback, which includes face to face interaction, feedback taken over the phone, and OTP-based feedback on the portal, about 95% of the feedback received has been positive for the town, along with a respectable score in Swachhata App downloads and use. Out of a maximum of 1400 marks, Moonak has secured 1328 marks in total. The face-to-face Citizen Feedback score is about 948 out of 1000 and the Swachhata App download score is 380 out of 400. This high score is direct evidence of the positive outlook of the citizens of Moonak about cleanliness and the functioning of the civic body.





NORTH ZONE BEST CITY FOR SWM: SAMTHAR (NPP), UTTAR PRADESH

Samthar Nagar Palika Parishad is located in the Jhansi district in Uttar Pradesh. Total geographical area of the urban local body is 4 km² with a population of about 22,000. There are 25 wards in the city, with about 4000 households as per Census 2011. Samthar was formerly known as Samshegarh. The city has received a total score of 1558 marks out of 4000 in Swachh Survekshan 2018.

In the Service Level Progress component, the local administration has received 141 marks out of 1400, marking the beginning of efforts by the administration in making improvements and implementing high standards of waste management systems, sanitation, IEC activities, behaviour change measures and capacity building initiatives.

With 112 marks out of 476, Samthar Nagar Palika Parishadit has been adjudged the Best City in North Zone in Solid Waste Management with a population of about 22,000 people under the less than 1 lakh population category. One of the most notable features of the Swachh Bharat Mission initiatives of the city happens to be the system of imposing fines on people for open defecation and littering. Samthar Nagar Palika Parishad has successfully enforced fine collection by notifying citizens that open defecation, littering, urinating in public would be considered as

Award Type	Solid Waste Management
Category	North Zone
Sub-Category	Population < 1 LAKH

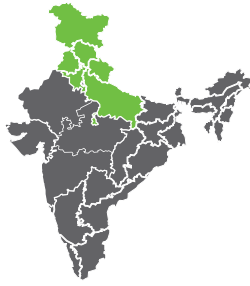
Total	1558/4000
Part 1 After Validation : 141/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 620/1200 (On-Ground Observation)	
Citizen Feedback : 797/1400	
SWM indicator : 112/476	

a civic offence and fines will be levied on those caught doing these activities. This had a significant impact on limiting the abuse of public spaces by people, and helps the government keep the city clean. Such an initiative is required to deter public from blemishing the clean façade of the city and to instil a sense of responsibility and accountability about Swachh Bharat Mission.

The Direct Observation component involved assessment by an on-field assessor of public facilities regarding cleanliness and regular maintenance, Samthar has received 620 marks out of 1200. This signifies that many of the facilities maintained and cleaned by the local administration, as well as the IEC messaging, was found satisfactory by the independent assessor.

In the Citizen feedback component, Samthar has been awarded 797 marks out of a total of 1400, which includes marks received for Swachhata App downloads and usage. Several citizens have given positive feedback on the local administration's efforts in maintaining general cleanliness in the residential and commercial areas of the town, improvements over the past year, response to citizen complaints and public awareness programs on a regular basis.





NORTH ZONE

BEST CITY FOR INNOVATIONS: GHARAUNDA M COM, HARYANA

Gharaunda is a city and a municipal committee in Karnal district in the state of Haryana. It is situated at a distance of 104 kms to the northwest of New Delhi.

Gharaunda is a big grain market of the state. There is a huge market called New Grain Market in the city where traders from all over North India come to stock grains for trade. Grains are also exported to other countries from here.

The town has received a high score in the Direct Observation component of Swachh Survekshan 2018. Out of its overall score of 2414 out of 4000 marks, it has received 926 out of 1200 in this component – signaling that the public areas including residential and commercial areas, bus stands, railway station, vegetable and fruit markets, etc. were found to be clean.

The city has also done well in terms of feedback received from its residents through several channels, including face-to-face interactions by independent assessors with 1215 marks out of 1400 in this component. The questions ranged from general cleanliness, improvements done over the past year, Swachhata App downloads and maintenance of public sanitation facilities.



Award Type	Innovation & Best Practices
Category	North Zone
Sub-Category	Population < 1 LAKH

Total	2414/4000
Part 1 After Validation : 273/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 926/1200 (On-Ground Observation)	
Citizen Feedback : 1215/1400 (Citizen Feedback Along With Swachata App Downloads)	



Wall paintings and animal faeces collection

The municipality engaged citizen awareness and participation, through wall paintings at several locations. The city organised many community engagement activities through rallies and meetings. Further, it has also contributed to IEC by installing wall paintings at several locations, including those locations where urination is a common nuisance.

They have also engaged separate collection vehicles for animal faeces which can be further utilised as a source of energy. These vehicles drive around to farmers' houses or large dairy farms in order to collect cow dung that would otherwise end up in drains or in the streets.



EAST ZONE CLEANEST CITY: BUNDU (NP), JHARKHAND

Bundu is a notified area town, in Ranchi district in the state of Jharkhand, India. It is located on National Highway-33 between Ranchi and Jamshedpur and is surrounded by mountains and forest. Surya Mandir and Dassam Falls are the main attractions and tourist spots.

Bundu Nagar Panchayat is divided into 12 wards and has a population of around 21,000 as per Census 2011.

The Bundu Nagar Panchayat of East Zone, is the winner of 'Cleanest City' having scored a total of 3045 out of 4000 marks in the Swachh Survekshan 2018.

The existing Water Treatment Plant (WTP) is a conventional type with rapid sand filtration unit having a capacity of 0.5 MGD (1.9 MLD) for water supply distribution to the present population.

Out of the total households in Bundu LPA, 7.5% drinking water supply is from tapwater from treated source, 1.7% is from tapwater from untreated source, 1.5% and 26.3% is from covered well and un-covered well respectively and 1%

Award Type	Cleanliness
Category	East Zone
Sub-Category	Population < 1 LAKH
Total	3045/4000
Part 1 After Validation : 607/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1130/1200 (On-Ground Observation)	
Citizen Feedback : 1308/1400 (Citizen Feedback Along With Swachata App Downloads)	

is from tubewell or borehole. Maximum number of households consume drinking water from Handpump i.e. 58 % of the total household.

Bundu Nagar Panchayat has one suction machine for maintenance of the septic tanks, which is inadequate to cater the needs of the entire town. The residents of this town can anytime ask for this facility from ULB at a personal level for cleaning purpose at the rate of Rs 1500/- per trip. Collected sewage is often disposed in places outside the town near NH 33.





Septic tanks- dry pour is the predominant mode of toilets in households. The cleaning is done by the house owner or by Nagar Panchayat workers on request basis.

After cleaning the tank, the sludge is dumped in a pit and covered with soil near Gutuhatu Road. More than 90% of the IHHL (Individual House Hold Latrine) were found to have proper water connection.

Bundu Nagar Panchayat has taken few progressive initiatives:

Dhawa Kendra: The ULB was a pioneer in forming Dhawa Kendra, aimed to keep a tab on people who used to practice open defecation. Such centres involving ULB staffs, both men and women, were asked to be present in OD spots. This resulted in almost complete eradication of the menace.

The ULB strengthened its door-to-door Collection of Waste system by employing adequate manpower and machinery. Sanitation workers were trained and educated while a 'Calendar System' was introduced for door-to-door collection.

Dump site remediation. The old site is now a perfect volleyball ground.

Under Direct Observation of the Bundu Nagar Panchayat, community and public toilets were found to have all requisite facilities like electricity connection, water connection, ventilation and lighting. Moreover, residential and commercial streets were found to be clean during the survey.

In last one year, Bundu Nagar Panchayat has extended its services towards 'Solid Waste Management' by deploying separate vehicles for dry and wet garbage collection.

In the Citizen Feedback component, Bundu has secured full marks for Swachhata App downloads and usage by its citizens. Over 90% of citizens have given positive feedback of the town's efforts towards achieving general cleanliness and providing services to the citizens.





EAST ZONE BEST CITY FOR CITIZEN FEEDBACK: NARHARPUR (NP), CHHATTISGARH

Narharpur Nagar Panchayat, with population of 4509 is Narharpur sub district's only nagar panchayat located in Uttar Bastar Kanker district in the state of Chhattisgarh.

Narharpur Nagar Panchayat has secured the 1st position in the Best City in Citizen Feedback in East Zone among all the ULBs with less than 1 lakh population. Narharpur is a small town. But it has received brilliant feedback from the citizens surveyed.

The city is certified 'Open Defecation Free' and most of the Community & Public toilets were found to be gender friendly.

Award Type	Citizen Feedback
Category	East Zone
Sub-Category	Population < 1 LAKH

Total	2775/4000
Part 1 After Validation : 353/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1045/1200 (On-Ground Observation)	
Citizen Feedback : 1377/1400 Citizen Feedback= 947.56; Swachata App Downloads=380	



Nearly 70% of the wards have door-to-door garbage collection and most of the residential areas were found clean. Moreover, more than 90% of the commercial areas have twice a day sweeping. 100% of the CTs/PTs are monitored by Google Toilet Locator (GTL).

A very high score of 1376.58 out of 1400 in the Citizen Feedback component makes it the best city in creating awareness about the cleanliness among the citizens of the city. Under the sub category of Swachhata App in Part-IIIA, Narharpur (NP), received full marks for the number of downloads, resolution rate and ranking based on performance. The ULB have affirmed their appreciation of the town's general cleanliness, its improvement over the previous year and the facilities provided and maintained by the local body.



The ULB has successfully integrated informal waste pickers through self-help groups and they worked to motivate the residence to segregate waste at source.

Community Composting is one of the major initiatives where group of 20 to 25 people are involved in the composting process on a daily basis. In total 23 on-site composting pits have been constructed which has resulted in reduction of garbage vulnerable points within the city.



“Chhota Bheem Captain Clean” campaign received huge response from all age groups and increased awareness level among the public.

Every commercial shop allowed people to use their personal dustbin to dispose the waste which was a huge success and lead to remove large bins and Garbage Vulnerable Point's (GVPs).

Random inspection by CMO and ULB officials at different places is an additional practice to foster active communication with citizens about cleanliness within the city.

Many IEC activities like “Swachhata Rally”, “Shram Daan”, Social Media Campaign through Whatsapp Group, Swachhata Selfie, Street Plays, Workshops, Seminar formed the idea of cleanliness within citizens. The municipality has given prime importance to citizens by maintaining transparency.





EAST ZONE BEST CITY FOR SWM: CHAIBASA (N PARISHAD), JHARKHAND

Chaibasa town is the headquarters of West Singhbhum district in the state of Jharkhand and has a municipality which came into existence in 1875.

Chaibasa Nagar Parishad covers an area of about 4.27 km² as per new revised boundary with a population of 70,000 people.

Chaibasa, is known as an agricultural trade centre, Shellac manufacturing and silk growing. The town also acts as a gateway of mineralized sector of West Singhbhum, the district is well endowed with mineral resources.



Chaibasa is a Nagar Parishad in the state of Jharkhand which has won the award of Best City in Solid Waste Management in East Zone, for Swachh Survekshan 2018 (in the less than 1 lakh population category).

The town has achieved segregation at source in most of its 19 wards, as well as made headways into treatment of wet waste. More than 65% of the existing Bulk Garbage Generators have on-site processing.

The ULB has covered nearly 60% of the wards through door-to-door garbage collection service and most of the

Award Type	Solid Waste Management
Category	East Zone
Sub-Category	Population < 1 Lakh

Total	2940/4000
Part 1 After Validation : 762/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1082/1200 (On-Ground Observation)	
Citizen Feedback : 1096/1400 (Citizen Feedback Along With Swachata App Downloads)	

residential areas were found clean during direct observation.

The city is 'Open Defecation Free' and 100% constructed IHHL (Individual House Hold Latrines) were found to have tapped water connection.

Twice a day sweeping is being done in all the commercial areas.

100% the CTs/PTs are monitored by Google Toilet Locator (GTL) and were found to have all requisite facilities like electricity connection, water connection, ventilation and lighting.

ULB has a Program Implementation Unit (PIU) for implementation of Swachh initiatives.





EAST ZONE BEST CITY FOR INNOVATIONS: PAKUR (NP), JHARKHAND

Pakur is a town panchayat and the district headquarters of Pakur District, of Jharkhand state.

As on 2011 Pakur had a population of nearly 9 Lakhs. One of the main businesses of the city is mining and crushing. Since last decade there has been an enormous activity of coal excavation in the area as well. It has one of the biggest reserves of coal in the world.

The town has scored 2853 marks out of 4000 overall in the Swachh Survekshan 2018. It has a good score of 1073 marks out of 1200 in the direct observation component of SS2018, which involved the independent assessment of the town’s residential and commercial areas, public and community toilets, railway station, bus station, vegetable and fruit markets. Most of these areas were found to be very clean, with the required facilities including IEC messages for the general public present in all areas.

In the citizen feedback component, residents were asked a number of questions on their review of the city’s general cleanliness, improvements over the past year and Swachhata App downloads, etc. The town was awarded 1286 marks out of 1400 in this component.

Traffic Light: Colour for the household toilet: An Innovative Approach towards ODF in slum in Pakur

Synopsis: Pakur municipality has decided to use the concept of traffic light. Based on these colours (green, red and yellow) the team pasted colored paper sheets (stickers) and categorized all the households in the

Award Type	Innovation & Best Practices
Category	East Zone
Sub-Category	Population > 1 LAKH

Total	2854/4000
Part 1 After Validation : 495/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1073/1200 (On-Ground Observation)	
Citizen Feedback : 1286/1400 (Citizen Feedback Along With Swachata App Downloads) Innovations And Best Practices Score: 50/100	

slum. A pilot has been done in one of the slum areas, and it has been found to be very successful in its primary mission of nudging people to use toilets regularly. Those households where a toilet is constructed but its residents are still defecating in the open, receive a red sticker on their wall – indicating that the toilet isn’t used. A yellow sticker means that the toilet is used, but not regularly. While green one signifies that the family has build a toilet and used it regularly. The entire process of this project involves a household’s journey from a red sticker to a green one.





NORTH EAST ZONE CLEANEST CITY: KAKCHING (MC), MANIPUR

Kakching is a town in the state of Manipur. It is the district headquarter of Kakching district and a major commercial hub in Manipur. It is situated in the southeastern part of the state.

The cleanest city in North-east zone has been adjudged as Kakching, a small Municipal Council of around 32,000 people. Kakching has secured 2426 marks out of 4000 in the Swachh Survekshan 2018.

Kakching has successfully achieved Open Defecation Free status within its jurisdictions, and has constructed several Individual Household Latrines, along with community toilets and public toilets. The



Award Type	Cleanliness
Category	North East Zone
Sub-Category	Population < 1 LAKH

Total	2457/4000
Part 1 After Validation : 231/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1136/1200 (On-Ground Observation)	
Citizen Feedback : 1090/1400 (Citizen Feedback Along With Swachata App Downloads)	

town has also successfully established a Program Implementation Unit exclusively responsible for Swachh Bharat activities.

The town has a high score in the direct observation component and scoring a total of 1136 marks out of 1200 in most of the indicators. In the citizen feedback component, Kakching has received positive feedback from more than 70% citizen respondents, and an almost perfect score in Swachhata App downloads and usage, totalling 1090 marks out of 1400.



NORTH EAST ZONE BEST CITY FOR CITIZEN FEEDBACK: MAYANG IMPHAL (M CL), MANIPUR

Award Type	Citizen Feedback
Category	North East Zone
Sub-Category	Population < 1 LAKH

Mayang Imphal is a Municipal Council in the North-eastern state of Manipur with a population of around 25,000 people.

With the highest score in the North-East Zone of 1174 out of 1400 marks in the Citizen Feedback component, the town has won the

Total	2196/4000
Part 1 After Validation : 299/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 723/1200 (On-Ground Observation)	
Citizen Feedback : 1174/1400 Citizen Feedback= 947.56; Swachata App Downloads=380	

Best City in Citizen Feedback award at Swachh Survekshan 2018. About 80% people have given a positive feedback for the town local body's efforts in general cleanliness, maintenance of public roads and sanitation facilities under the Swachh Bharat Mission. It has also secured 380 marks out of 400 in Swachhata App downloads and usage component of Citizen Feedback.



NORTH EAST ZONE BEST CITY FOR SWM: RANGPO (NP), SIKKIM

Rangpo Nagar Panchayat, with a population of about 10,000 is a sub district of Gangtok in the state Sikkim. Total geographical area of Rangpo nagar panchayat is 2 km² in the sub district. Population density of the city is 5838 persons per km².

In the North-East Zone the best city in Solid Waste Management Award goes to Rangpo Nagar Panchayat. Rangpo has a score of 62 out of 476 in SWM indicators of Swachh Survekshan 2018.

In particular, Rangpo town has successfully implemented sweeping of commercial areas in all its 5 wards twice a day, including night sweeping.

The ULB is Open Defecation Free (ODF). Additionally, the town has also implemented by-laws to allow it to impose fines on citizens for littering, spitting or urinating in public places. The government was found to be successfully enforcing these provisions.



Award Type	Solid Waste Management
Category	North East Zone
Sub-Category	Population < 1 Lakh

Total	2037/4000
Part 1 After Validation : 301/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 907/1200 (On-Ground Observation)	
Citizen Feedback : 829/1400 (Citizen Feedback Along With Swachata App Downloads)	

The ULB has scored considerably well under Citizen Feedback component (828.6/1400). The ULB has conducted several IEC activities to encourage source segregation of garbage and thematic drives to engage more people in the swachh drive. Moreover, the ULB is still striving to achieve better under 'Swachhata App'.





NORTH EAST ZONE BEST CITY FOR INNOVATIONS: BIATE (NT), MIZORAM

Biate is a census town in Serchhip district in the state of Mizoram, India with a population of over 2,000 people. The town had won the award in a competition held by the state government among Urban Local Bodies of being the cleanest town in Mizoram state in 2017. The people who reside here are involved in cleanliness activities, so that the small town has easily achieved Open Defecation Free certification from the central government.

With the available resources in the town, its citizens participated in all cleanliness related activities, and managed to receive 2217 marks out of 4000 in Swachh Survekshan 2018.

The story behind Biate’s transformation begins with the local leaders sensitising the people to adopt a holistic approach for improvement in the field of hygiene, sanitation, protection of environment and overall development acceleration. Unlike many other places in the Northeast, the common disease malaria has not been found or detected among the Biate residents since 2012.

Garbage trucks have been deployed to reach every corner and every pocket in the town to maintain a high standard of cleanliness.

Door-to-door campaigns, counseling and other such programs have been organised for young and old, convincing them that Biate could only be clean if every resident attained the same level of responsibility towards this cause. What makes Biate cleanliness drive remarkable is that there are no strictly enforced rules here. There are no legal penalties for smoking in public places, for urinating in the open and for

Award Type	Innovation & Best Practices
Category	North East Zone
Sub-Category	Population < 1 Lakh

Total	2217/4000
Part 1 After Validation : 267/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 902/1200 (On-Ground Observation)	
Citizen Feedback : 1048/1400 (Citizen Feedback Along With Swachata App Downloads)	

littering – but people simply do not participate in these activities. If any visitor throws rubbish in open places, children would pick them up and throw them into the garbage bin. This level of citizen awareness is surely an example for other cities around the country to follow.

Community Engagement in Cleanliness and Sanitation - Biate Town

Synopsis: The Town Cleanliness and Sanitation Committee was set up to ensure the overall cleanliness in the town. The members of this Committee consists of all the Office Bearers of the salient NGOs like Young Mizo Association (YMA), Mizo Hmeichhelnsuihkhawm Pawl (MHIP) [Mizo women Association], Mizoram Upa Pawl (MUP) [Senior Citizens Association], Biate Educational Staff Association (BESA), Games and Sports Association (GSA), MizoZaimilnsuihkhawm Pawl (MZI) [Mizo Singers Association] and all Office Bearers of the Management of the fourteen localities.





SOUTH ZONE CLEANEST CITY: SIDDIPET (M), TELANGANA

Siddipet is in the state of Telangana and is a municipality under Siddipet mandal in Siddipet revenue division.

The Siddipet Municipality (SM) was constituted in 1952 and is governed by the Telangana Municipalities Act 1965. The SM covers an area of 36.03 km². and has a population of 1.11 lakh. The municipality is divided into 34 municipal wards, and is governed by an elected body (council) headed by a Chairperson, while the Commissioner acts as the executive head overseeing its everyday functioning.

Siddipet Municipality has won the award for Cleanest city in South Zone, with an overall score of 3060 out of 4000 marks.

The city has a score of 672 out 1400 in the documentation and independent validation process, which assesses the Service Level Progress of the town in Swachh Bharat initiatives. With a score of 172 marks out of 476 in the Solid Waste Management indicators, the town has displayed its commitment towards making headways in improving the state of waste management, particularly the collection and disposal of waste.

All the city wards are covered under door-to-door garbage collection system and each of the garbage collection vehicle is equipped with GPS/RFID. Many of the bulk generators are active towards on-site processing of organic waste.

In the Direct Observation component, the town has a respectable score of 1150 out of 1200 marks. All the garbage vulnerable points (GVPs) have been transformed into clean spaces and all residential and

Award Type	Cleanliness
Category	South Zone
Sub-Category	Population < 1 Lakh

Total	3060/4000
Part 1 After Validation : 661/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1150/1200 (On-Ground Observation)	
Citizen Feedback : 1249/1400 (Citizen Feedback Along With Swachata App Downloads)	

commercial streets were found clean during on-ground observation (Direct Observation). This shows that facilities within the municipality's jurisdiction are well maintained, regularly cleaned and equipped with the required provisions.

Out of a total of 1400 marks in the Citizen Feedback component, Siddipet has achieved a score of 1249 marks. Almost 85% of the citizens responded positively for the survey, about the state of cleanliness and the municipality's efforts. The town also has received full marks of 400 for Swachhata App downloads and usage.





SOUTH ZONE BEST CITY FOR CITIZEN FEEDBACK: BODUPPAL (M), TELANGANA

Boduppall Municipality constituted on 11.04.2016 by merging Boduppall and Chengicherla Gram panchayats of Rangareddy (now Medchal – Malkajgiri) District. The town spreads over an area of 20.50 Km². Boduppall has been developing at a high growth rate due to its locational advantage with developments happening in and around like Pocharam IT Park, proposed Rail Terminal at Cherlapally,, and spiritual place like Yadagirigutta (Telangana Tirupati) which is located at distance of 51 kms at a distance of 14 km from Hyderabad MGBS Terminal and adjoining to Uppal Circle of GHMC limits. It is located in north east of State Capital

Boduppall has a population of around 50,000 people. The town has won the award for Best Citizen Feedback in the South Zone among all Urban Local Bodies under the less than 1 lakh population category, with a total score of 1268 out of 1400 in this component.

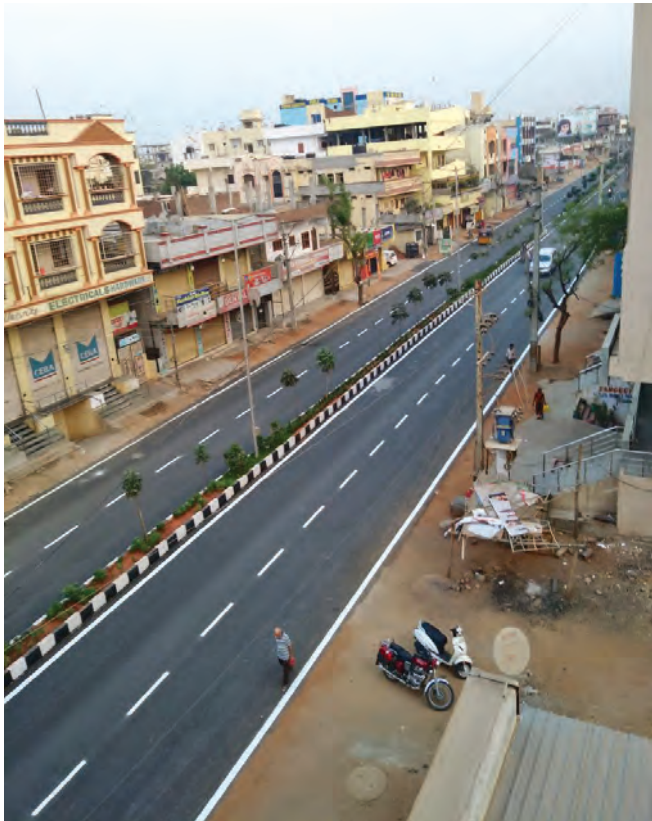


The town has secured full marks of 400 for Swachhata App downloads and usage by citizens, which includes receipt of complaints and timely resolution by municipality officials. More than 85% of people responded positively about the general cleanliness of the town,

Award Type	Citizen Feedback
Category	South Zone
Sub-Category	Population < 1 Lakh

Total	2565/4000
Part 1 After Validation : 400/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 897/1200 (On-Ground Observation)	
Citizen Feedback : 1268/1400 (Citizen Feedback Along With Swachata App Downloads)	

improvements from the previous year, and maintenance of facilities towards the work of the municipality.





SOUTH ZONE BEST CITY FOR SWM: HUNSUR (TMC), KARNATAKA

Hunsur is a taluk headquarter and sub-division in the Mysore district of Karnataka State. Hunsur Municipal Council was established in the year 1925. It stretches to an area of 10.36 km² and has 27 wards with a population of 50,865. Considering 390 gm/day/capita, the waste generation is 21.86 tons per day.

The Town Municipal Council of Hunsur is the winner of South Zone’s Solid Waste Management Award. The town has scored 280 out of 476 marks in the SWM indicators. This includes the segregation of waste at a majority of wards.

The municipality has also made several inroads towards efficient solid waste management, like transporting the waste collected for processing on the same day, transforming the garbage vulnerable points, developing a landfill and processing a large amount of wet waste

SHGs had 27 wards with 12,971 no’s household, carried out door-door collection by using 30 pushcarts. There are 3 zones for monitoring door-door collection where each zone contains 9 wards and are having 10 push carts and one auto tipper for secondary transport. All the wet waste is being transported into auto tipper and dry waste into polythene bags attached to each vehicle. This is being transported to processing plant every day.

Hunsur CMC has set up a MSW landfill



Award Type	Solid Waste Management
Category	South Zone
Sub-Category	Population < 1 Lakh

Total	2724/4000
Part 1 After Validation : 664/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1061/1200 (On-Ground Observation)	
Citizen Feedback : 999/1400 (Citizen Feedback Along With Swachata App Downloads), Solid Waste Management: 280/476	

site of about 4.5 acres and is situated 4.5 km away from Hunsur. The waste is brought to the site by auto tipper & tractor trailer. Wet waste is being re-segregated by workers with in the plant into wet and dry, wet waste is being treated by windrow and compost pits method, mixed waste from road sweeping and drainage cleaning is dumped in heap and periodically giving turning for aeration after 45 days. Both the treated waste is screened by rotary screen (installed 4mm screen with 8 tonn capacity/day) to get compost. Many IEC and farmer approaching programs are held for compost sale.

Most of the bulk waste from hotels, restaurants, marriage halls, and meat stalls is being managed by involving private party by PPP method.

Food waste from hotels is being fed to 100kg capacity bio methanization plant installed in the government hostel which is generating 0.4cum gas/day.

Many IEC activities are being carried out within the city to reach all the educational institutes, households and other stake holders to meet ODF and better waste management in the city.

All garbage collection vehicles are being monitored through GPS to meet fuel efficiency and cost reduction. 100% commercial areas have twice a day sweeping facility.



SOUTH ZONE

BEST CITY FOR INNOVATIONS: PEERZADIGUDA (M), TELANGANA

Peerzadiguda is a newly constituted Municipality by merging three Gram Panchayats i.e. Peerzadiguda, Medipally and Parvathapur having total population of 51,689 as per 2011 census. Area of the Urban Local body is 10.5 Kms² and the total number of households are estimated to be 23,300.

It is located in the suburbs of the Hyderabad metropolitan area in the state of Telangana.

The municipality has secured the award of No.1 in Innovation & Best Practices category in the South Zone. In its overall performance, the city secured 2638 marks out of 4000 in the Swachh Survekshan 2018.

The Service Level Progress component for this city was evaluated against its claims and independent verification carried out by the survey agency. The component encompasses several requirements in solid waste management, sanitation, capacity building, IEC messaging and behaviour change measures. The city was found to be actively working towards implementation of high standards in all these sectors and has been awarded 382 marks out of 1400 this year.

The city has a good score in the Direct



Award Type	Innovation & Best Practices
Category	South Zone
Sub-Category	Population < 1 Lakh

Total	2638/4000
Part 1 After Validation : 382/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1107/1200 (On-Ground Observation)	
Citizen Feedback : 1149/1400 (Citizen Feedback Along With Swachata App Downloads)	

Observation component of SS2018, which involved the visit of an independent assessor to several locations within the city, ranging from residential areas, commercial areas, railway station, bus station, public and community toilets, to waste treatment plants. The city has obtained a score of 1107 marks out of 1200 as a result of the independent observation.

The administration has also received an excellent marks of 1150 out 1400 in the Citizen Feedback component. Residents of the city were asked several questions about the general cleanliness of the city, improvements over the past year, maintenance of public facilities and the city's engagement of cities in terms of Swachhata App downloads and response, as well as IEC activities.

Public Toilet With Sanitary Napkin and Bio Toilets

Synopsis: Peerzadiguda municipality is the first municipality in Telangana state to install sanitary napkins vending machine and burning incinerator. Many environmental conservational activities have been taken up, by the municipality. The government has successfully managed the safe disposal of sanitary napkins and diapers through the incinerators and ensured that everyone has access to sanitary napkins through its vending machines.



WEST ZONE CLEANEST CITY: PANCHGANI (MCL), MAHARASHTRA

The Cleanest City in West Zone award goes to Panchgani Municipal Council in the state of Maharashtra. The town has a population of around 15,000 citizens and has scored 3184 marks in total, out of 4000.



Panchgani is a well-known hill station and Municipal Council in Satara district in Maharashtra, India. It is famous for many premier residential educational institutions. The area was discovered by the British during the British Raj as a summer resort, and a superintendent named John Chesson was placed in charge of the hill station in the 1860s. He is credited with planting many plant species from the western world in Panchgani, including Silver Oak and Poinsettia, which have flourished since then in Panchgani. Panchgani is famous for cultivation of strawberries, which is done almost throughout the entire year. Tourists can see strawberry farms, some of which offer fresh, hand-picked strawberries.

The city has a score of 765 out of 1400 in the Service Level Progress, signifying its commitment towards improving the standards of solid waste management, sanitation, capacity building, IEC

Award Type	Cleanliness
Category	West Zone
Sub-Category	Population < 1 Lakh

Total	3184/4000
Part 1 After Validation : 765/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1180/1200 (On-Ground Observation)	
Citizen Feedback : 1239/1400 (Citizen Feedback Along With Swachata App Downloads)	

messaging and behavior change programs through the efforts of the municipal council.

The most notable fact in the town's scores in the documentation component is that it has received no negative marking, i.e., all claims submitted by the municipality were verified and found to be





correct during the independent validation process.

In Direct Observation, Panchgani has secured 1180 marks out of a maximum of 1200. This speaks of an exceptional performance in the requirements of this component, which entails a verification of cleanliness in residential and commercial areas, facilities in community and public toilets, and adequate public awareness activities at important vegetable markets, etc.

To complete its all-round excellence, Panchgani secured 1239 marks out of 1400 in the Citizen Feedback component, with full marks in Swachhata App downloads and usage, as well as a positive feedback from over 80% of residents on questions of overall cleanliness of the town, improvements over the past year, satisfaction in the administration's maintenance of the public sanitation facilities and its public awareness programs, etc.



WEST ZONE BEST CITY FOR CITIZEN FEEDBACK: SHENDURJANA GHAT (MCL), MAHARASHTRA

Shendurjana Ghat has the Citizen Feedback component, the award for Best City in West Zone in Citizen Feedback for Swachh Survekshan 2018 is given to Shendurjana Ghat Municipal Council situated in Amravati district of Maharashtra. The town has a population of about 22,000 people and has secured a total of 1341 marks out of a maximum of 1400 marks in Citizen Feedback.

This is an exceptional score, considering that over 96% of the residents surveyed have responded positively to questions concerning their satisfaction in general

Award Type	Citizen Feedback
Category	West Zone
Sub-Category	Population < 1 Lakh

Total	2846/4000
Part 1 After Validation : 412/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1093/1200 (On-Ground Observation)	
Citizen Feedback : 1341/1400 (Citizen Feedback Along With Swachata App Downloads)	

cleanliness of the town, improvements over the previous year, awareness programs conducted by the municipality, etc. The town also has a near-perfect score of 380 out of 400 in Swachhata App downloads and usage.

Shendurjana Ghat Municipal Council has received a total of 2846 marks out of 4000 in Swachh Survekshan 2018.

The city has a score of 412 marks out of 1400 in the Service Level Progress component, indicating that its still an early stage of its solid waste management situation in the town. The city administration has committed its resources and efforts towards Swachh Bharat Mission.



In the Direct Observation component, Shendurjana Ghat Municipal Council has a score of 1093 marks out of 1200. A high score in this component makes it clear that the city has been able to maintain its facilities for public use, which also justifies its high rank and award in the Citizen Feedback category.



**WEST ZONE
BEST CITY FOR SWM:
ANKLESVAR (M), GUJARAT**

Anklesvar is a Municipality lying in Bharuch district of the state of Gujarat.

The city is famous for an industrial township called GIDC (Gujarat Industrial Development Corporation). The city has over 1500 chemical plants, producing products such as pesticides, pharmaceuticals, chemicals and paints. GIDC generally holds a trade and industry exposition to attract large number of industries and investors all over from India. It also helps to get customers on a regular basis.

Award Type	Solid Waste Management
Category	West Zone
Sub-Category	Population < 1 Lakh

Total	2192/4000
Part 1 After Validation : 856/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 631/1200 (On-Ground Observation)	
Citizen Feedback : 706/1400 (Citizen Feedback Along With Swachata App Downloads), Solid Waste Management: 270/476	



With 270 marks out of 476, it was adjudged the best city in West Zone in Solid Waste Management. With a population of about 74,000 people, Anklesvar falls under the less than 1 lakh population category.

One of the most notable features of the Swachh Bharat initiatives of the city happens to be the system of imposing fines on people for open defecation and littering. The town government has successfully enforced fine collection by notifying citizens that spitting, littering, urinating in public would be considered a civic offence and fines will be levied on those caught doing these activities. This has a significant impact on limiting the abuse of public spaces by people, and helps the government keep the city clean.

The town has also achieved daily sweeping, at least once at night. It is also managing to collect and process a large amount of its dry and wet waste.

In the Service Level Progress component, the city has received a score of 856 out of a total of 1400 marks, for having made several in-roads into solid waste management, IEC activities, behavior change programs, capacity building measures, etc. under the aegis of the Swachh Bharat Mission – Urban.

In the Direct Observation component, the city administration’s public facilities were evaluated by independent assessors. Several efforts were made by the city administration to keep the roads, and public sanitation facilities clean at several locations., and this was observed on the ground.

As part of the Swachh Survekshan 2018, residents of the city were also asked about the city administration’s activities and their satisfaction with the same. Most residents have responded positively to questions about their awareness of the Swachh Survekshan 2018, improvements in the city over the past year, maintenance of public sanitation facilities as well as awareness programs carried out by the municipality.



WEST ZONE
BEST CITY FOR INNOVATIONS:
SASWAD MCL, MAHARASHTRA

Saswad is a city and a municipal council in the Pune district of Maharashtra. It is situated on the banks of Karha River and is a place with a long history. It was on the ancient trade route connecting the coastal Konkan ports to the Deccan interiors. Being on a trade route also made it a center for Buddhist Monasteries. In recent centuries, it was known as the town at the foot of the historic Purandar fort. The first Peshwa from the Bhat family, Balaji Vishwanath had his base in the town.

Award Type	Innovation & Best Practices
Category	West Zone
Sub-Category	Population < 1 Lakh

Saswad has secured 2886 marks out of 4000 overall in Swachh Survekshan 2018, and is the recipient of the award of No. 1 in Innovation & Best Practices in West Zone in the <1Lakh population category.

Total	2886/4000
Part 1 After Validation : 500/1400 (Service Level Benchmark After Independent Validation)	
Direct Observation : 1121/1200 (On-Ground Observation)	
Citizen Feedback : 1265/1400 (Citizen Feedback Along With Swachata App Downloads)	

In the component measuring Service Level Progress of the city administration, the city was found to have been making headway into implementing the high standards prescribed under the Swachh Bharat Mission. The city has a total of 500 marks out of 1400 in this component, signifying its commitment towards improving the situation in the city in solid waste management, sanitation, IEC messaging, capacity building and behavior change measures.



In the Direct Observation component, which involved independent assessment of the general cleanliness of the areas such as residential, commercial areas, and vegetable markets, this survey of existing public toilets and community toilets and the maintenance of facilities within the same, the city was awarded a score of 1121 out of 1200 which means that all locations surveyed were found to be in excellent condition.

Sasvad has also received good feedback from its citizens, who by overwhelming majority, have answered positively to questions about the general



cleanliness in the city, improvements over the past year and Swachhata App downloads. Other questions asked to residents through several media were about the satisfactory maintenance of public convenience facilities and the carrying out of public awareness activities. In this component, the city has received a score of 1265 marks out of 1400.

Hygiene Box

Synopsis: Sasvad has developed a “hygiene box” that collects sanitary napkins and disinfects them before disposing. The sanitary napkins are kept in the box for some time while they are disinfected by some chemicals present within the box. After a few hours, the container is emptied and the sanitary napkins are now disposed as normal waste instead of bio-hazardous waste. The hygiene box functions in the following way: the sanitary napkin is first disposed into the hygiene box and a lever is pulled, so that it is pushed into the chemicals and liquids in order to disinfect it. Number of napkins are collected by the garbage collecting vehicle, and disinfected after processing inside the box.





INDIA'S BEST PERFORMING STATES





INDIA'S BEST PERFORMING STATES

Computation methodology for selecting best performing state

Two things were kept in mind while developing the methodology for selecting the best performing state:

1. First of all, the computation has to take into consideration that different states area at different levels of urbanisation and therefore, the analysis has to ensure that all states are comparable with each other.
2. Secondly, the computation method has to accommodate for the fact that states with more number of smaller ULBs have their own set of challenges while those with primarily large cities with high density zones have their own issues.

Methodology

Step 1: All the ULBs that participated in SS2018 were divided into two sets. First were the ones with less than 1 Lakh population (3657) and second list was of the more than 1 lakh population ULBs (485). Cantonment Boards (61) were not included in either of the lists and were not used in this analysis.

Step 2: Each ULB (from either list) were then given an inverse rank. For example, in the 1 lakh + category, the highest ranked ULB was given a value of 485, the second highest given

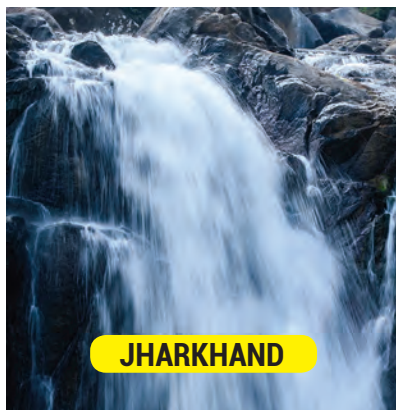
484, and so on. Similarly, in the less than 1 lakh category, the highest ranked ULB got a value of 3657, the second highest got 3656, and so on.

Step 3: The rank-based scores for each category of ULBs for each state was then added (separately for < 1 lakh & > 1 Lakh lists) and then averaged by dividing the state totals with the total number of ULBs for that category in that state. This made the all the state-specific scores comparable to each other.

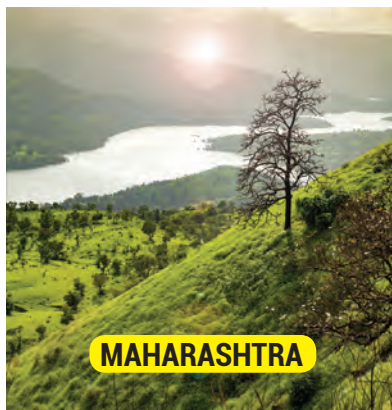
Step 4: These averaged scores were then allotted weightages on the basis of the relative share of urban population living in less than and more than 1 lakh cities and towns in India. The urban population distribution of India (more than and less than 1 lakh categories) is in the ratio of 68:32 (approximately 68% of urban population lives in more than 1 lakh population ULBs whereas approximately 32% lives in less than 1 lakh population ULBs). Therefore, the average scores for each state in the > 1 lakh category was multiplied by 0.68 while the average score for < 1lakh category ULBs was multiplied by 0.32.

Step 5: These weighted scores were then added to calculate the final score.

Step 6: These scores were put in the decreasing order and the Best Performing States were ranked accordingly.



JHARKHAND



MAHARASHTRA



CHHATTISGARH

The results are as given below:

Position	State	< 1L average rank-based score	Weighted rank for < 1 lakh	>1L average rank-based score	Weighted rank for > 1 lakh	Total weighted score
1	Jharkhand	3466.0	1109	428	291	1400
2	Maharashtra	3418.0	1094	387	263	1357
3	Chhattisgarh	3300.0	1056	412	280	1336
4	Madhya Pradesh	2830.0	906	390	265	1171
5	Andhra Pradesh	2689.0	860	312	212	1072
6	Sikkim	2470.0	790	380	258	1049
7	Telangana	2393.0	766	337	229	995
8	Rajasthan	2418.0	774	251	171	945
9	Punjab	2143.0	686	253	172	858
10	Haryana	2018.0	646	275	187	833
11	Manipur	1929.0	617	224	152	770
12	Uttarakhand	1678.0	537	234	159	696
13	Tamil Nadu	1630.0	522	256	174	696
14	Karnataka	1545.0	494	224	153	647
15	Mizoram	1723.0	551	121	82	634
16	Himachal Pradesh	1237.0	396	330	224	620
17	Gujarat	1295.0	414	289	196	611
18	Uttar Pradesh	1287.0	412	165	112	524
19	Kerala	941.0	301	202	138	439
20	Goa	1274.0	408	0.0	0.0	408
21	Jammu & Kashmir	751.0	240	156	106	346
22	Odisha	806.0	258	116	79	337
23	Bihar	645.0	206	81	55	262
24	Assam	442.0	141	137	93	234
25	Delhi	0.0	0.0	332	226	226
26	Meghalaya	460.0	147	72	49	196
27	Arunachal Pradesh	611.0	195	0.0	0.0	196
28	West Bengal	422.0	135	42	29	164
29	Nagaland	315.0	101	65	44	145
30	Tripura	323.0	103	40	27	131

INDIA'S BEST PERFORMING STATE WINNER: JHARKHAND



1
st
RANK

The 28th State of the Union, carved out of Southern parts of erstwhile Bihar, created 'JHARKHAND'. The formal inauguration of newly created State JHARKHAND was done on 15th November 2000. Historically speaking, Ranchi district remained a hotbed of Jharkhand agitation and when statehood was given to Jharkhand, Ranchi was declared the State Capital. There are 24 districts in the

State and from administrative point of view Ranchi is the State Capital. This State occupies a significant position even in World Map because of its vast reserve of Minerals, Mica deposits and also a vast reserve of precious Gems & Stones. The dense Forest of the State abounds many a good quality and quantity of forest produce including herbs and herbal plants. However, these resources have not

SWACHH SURVEKSHAN 2018

been put to 'commercial exploitation'. The State also has nearly 45825349.00 million tonnes of granite deposits and other stones in its reserves. The physiographic characteristics of the state are rich. It has waterfalls, lakes, hills etc., which have tourist values. The rivers Subarnarekha, Koyal, Shankh and Damodar flow through the state and are utilized for irrigation at many places.

As per 2011 Census, the total population of Jharkhand State is 3,29,88,134. The urban state population is nearly 24.05% of the total.

Jharkhand has been awarded as the '1st Best Performing State' under Swachh Survekshan 2018, another feather in the cap of the mineral-rich state. It's a big achievement on part of the state which is yet to complete even 18 years of journey after being carved out from Bihar in the year 2000.

Further, the state has marked a foot print by grabbing five Urban Local Bodies (ULBs) awards under various category and these proud ULBs are Ranchi, Giridih, Pakur, Chaibasa and Bundu.

While Ranchi and Giridih gained first position for 'Citizen Feedback Mechanism' in their respective categories, small sub-division town of Bundu emerged as 'Cleanest City' in regional



category of less than one lakh population in Eastern India. Chaibasa, headquarters of Kolhan commissioner area and West Singhbhum district was declared first for Solid Waste Management and Pakur, a district town in West Singhbhum, stood first in 'Innovation & Best Practices' category within East zone.

Performance of Jharkhand in first Swachh Survekshan 2016 was not encouraging but in SS 2017, Jharkhand's performance improved drastically and the state was ranked number three in the country for overall performance. In SS 2017, Chas and Jamshedpur emerged as the Cleanest City in their respective categories. In Swachh Survekshan 2018, 42 Urban Local Body's (ULBs) of Jharkhand participated out of which 32 ULBs were with a population category less than 1 Lakh. The top





five ULBs under overall performance as per Swachh Survekshan 2018 are Chas, Mango, Ranchi, Jamshedpur and Bundu.

All 9 ULBs (excluding one Cantonment Board) with a population of greater than 1 Lakh, are positioned in top 100.

Jharkhand is ranked 1st in overall average score, ranked 4th in Service Level Progress (SLP) and ranked 2nd in Direct Observation (DO) average score and again ranked 1st in Citizens Engagement under the population category greater than 1 Lakh; amongst all other states.

Jharkhand is ranked 1st in overall average score, ranked 1st in Service Level Progress (SLP) and ranked 1st in Direct Observation (DO) average score and again ranked 2nd in Citizens

Engagement under the population category less than 1 Lakh; amongst all other states.

The overall state average score of 42 participant ULBs (including one Cantonment Board) is 2669 out of 4000, whereas 2830 out of 4000 and 2619 out of 4000 is the state average score under the population category of greater than 1 Lakh and less than 1 Lakh respectively.

The Jharkhand state as a whole has a huge scope of improvement under Municipal documentation/ Service Level Progress, whereas it has performed extremely well under 'Direct Observation'.

The success was achieved primarily and exclusively due to support from the Community who extended their wholeheartedly support to the movement.



Out of the participant ULBs from Jharkhand, 41 ULBs are Open Defecation Free certified. Moreover, the 39 ULBs have engaged Program Implementation Unit's (ULB) to implement Swachh related activities. People of Jharkhand are doing their bit to attain the tag of an open defecation free state by 2 October 2018, but also to sustain the quality of sanitation for the long run.

Jharkhand was first state to tag all its Community & Public toilets through Google Toilet Locators which helped a lot in reducing and eliminating the menace of open urination



and defecation. As on date 41 ULBs have mapped their CTs/PTs on Google Maps. Besides Jharkhand was pioneer in setting up of Skill Development Centre (SDC) cum Community Toilets (CT) in many ULBs aimed to achieve the targets of Swachh Bharat as well as Skill India.

Jharkhand is one of the states in which more than 30% of the ULBs have completed E-Learning courses for 100% staff.

And, Jharkhand is one of the three states in which more than 40% of the ULBs has ensured door-to-door garbage collection in more than 50% of the wards. Jharkhand is putting efforts strengthened door-to-door garbage collection

system by employing adequate manpower and machinery. Sanitation workers were trained and educated while a 'Calendar System' was introduced for DTD collection.

Installation of Vehicle Tracking System in waste carrying vehicles ensured greater transparency while Jharkhand's experiment with installing biometric system of attendance in all ULBs witnessed better work environment.

The state has taken many progressive initiatives to foster cleanliness; such as:

Beautification & GVP Transformation: A task force identified the hot points within each ULB and transformed them into clean spaces. Few ULBs installed water ATMs at Garbage Vulnerable Points (GVPs).

Wall Painting with Swachhata theme: To involve citizens in the Swachh drive. This effort has encouraged citizens to keep streets cleaner than ever.

Swachh Bharat Mission workshops: Deployed officials to attend capacity building programs throughout India for better exposure of best practices of Solid waste management and sanitation.



INDIA'S BEST PERFORMING STATE FIRST RUNNER UP: MAHARASHTRA



2nd
RANK

Maharashtra occupies the western & central part of the country and has got 720 km long coastline along the Arabian Sea and is also fortified naturally by Sahyadri and Satpuda mountain ranges. The State is surrounded by Gujarat to the north west, Madhya Pradesh to the north, Chhattisgarh to the east, Telangana to the south east, Karnataka to the south and Goa to the south west. For the administrative

convenience, State has been divided into 36 districts and 6 revenue divisions (viz. Konkan, Pune, Nashik, Aurangabad, Amravati and Nagpur). With a population of 11.24 crore, as per Population Census-2011 and with geographical area of about 3.08 lakh km², Maharashtra is ranked 2nd by population and 3rd in terms of area. The State is highly urbanised with 45.2 per cent population living in towns.



The State enjoys tropical monsoon climate. The hot scorching summer from March onwards is followed by monsoon in early June. Maharashtra has also got blessings of nature as seen in its dense and rich forests and it hosts 6 Prime Tiger reserves, 6 National Parks. The state capital Mumbai is not only home for leading corporate houses and firms but also has Asia's oldest Stock Exchange, the Bombay Stock Exchange.

Maharashtra is not just a geographical expression but an entity built on collective efforts of its people. Varied customs and traditions co-exist peacefully in Maharashtra.

As such the State has played a significant role in the social and political sphere of the nation. Monuments like Ajanta, Ellora & Elephanta caves, Gateway of India and architectural structures like Viharas and Chaityas are like magnets for tourists, which pull crowd from all over the world. The State has sizable contribution in sports, arts, literature and social services. The State is also home to 'Bollywood', a world famous entertainment industry and new soft power of India. Maharashtra has time and again showed its progressive nature and the new Maharashtra of today is walking on the



path of sustainable development step by step.

Maharashtra has been awarded as the '2nd Best Performing State' under Swachh Survekshan 2018. In Swachh Survekshan 2018, 267 (including 7 Cantonment Boards) Urban Local Body's (ULBs) of Maharashtra participated out of which 43 ULBs were with a population category greater than 1 Lakh. The remaining 224 ULBs are with a population less than 1 Lakh, which includes 7 Cantonment Boards. The top five ULBs under overall performance as per Swachh Survekshan 2018 are Panchgani (M. CI), Shirdi, Katol, Malkapur (M. CI) and Lonavala.



Out of 43 large ULBs, 28 ULBs are positioned in top 100 rank.

Maharashtra is ranked 4th in overall average score, ranked 6th in Service Level Progress (SLP) and ranked 6th in Direct Observation (DO) average score and again ranked 5th in Citizens Engagement under the population category greater than 1 Lakh; amongst all other states.

Maharashtra is ranked 2nd in overall average score, ranked 2nd in Service Level Progress (SLP) and ranked 2nd in Direct Observation (DO) average score and again ranked 1st in Citizens Engagement under the population category less than 1 Lakh; amongst all other states.

The overall state average score of 267 (including 7 Cantonment Boards) Urban Local Body's (ULBs) of Maharashtra is 2569.95 out of 4000, whereas 2676.66 out of 4000 and 2549 out of 4000 is the state average score

under the population category of greater than 1 Lakh and less than 1 Lakh respectively.

Out of the participant ULBs from Maharashtra, 115 ULBs are Open Defecation Free certified.

Moreover, the 118 ULBs have engaged Program Implementation Unit's (ULB) for Swachh Bharat Urban implementation within respective cities. Maharashtra is one of the seven states in which more than 50% of the ULBs have installed equally spaced twin bins in more than 80% of the commercial areas.



INDIA'S BEST PERFORMING STATE SECOND RUNNER UP: CHHATTISGARH



3
rd
RANK

Chhattisgarh is a heavily forested state in central India known for its temples and waterfalls. The literal meaning of 'Chhattisgarh' is 'Thirty-Six Forts', and is a 21st century state, which came in to being in November 2000. The state has an area of 1,35,194 km² and total population of 2.65 Cr, whereas the urban population is around 65 Lakhs. The state is majorly known for its drives in 'Economic Sector' such as Agriculture, Steel, Coal and Power.

The state as a whole has reflected progressive trend of its initiations towards 'Swachh Chhattisgarh'. In 'Swachh Survekshan 2018' Chhattisgarh state has achieved recognition for being third best cleanest state of India. This huge achievement was only possible due to the "commitment and passion shown by the citizens of Chhattisgarh", "guidance and leadership of Chief Minister Dr. Raman Singh and Urban Development Minister Shri Amar Agarwal", "continuous and effective monitoring

of bureaucrats” and “efforts and dedication of State and ULB teams”.

Under Swachh Survekshan 2018, 168 ULBs from Chhattisgarh participated, whereas in Swachh Survekshan 2017 only 9 ULBs had participated.

As a result of Swachh Survekshan 2017, three ULBs out of nine were given recognition based on their performance under survey:

- ✦ **AMBIKAPUR** was cleanest city under 2 lakh population,
- ✦ **BHILAI** was declared cleanest city in east zone between 2 -10 lakh,
- ✦ **RAJNANDGAON** was declared fastest moving city in east zone under 2 lakh population.

After achieving good results in 2017, there was determination to work with a holistic approach to bring the entire state at a par level. This resulted in Chhattisgarh being a certified Open Defecation Free (ODF) state. Total of 1375 Community and Public toilets and 311372 IHHL were constructed for ease of the citizens and to eliminate open defecation along with improving the sanitation. Almost every community/ public toilet was mapped on Google Maps.

The MISSION CLEAN CITY was launched in 165 ULBs of CHHATTISGARH which replicated the ENHANCED AMBIKAPUR MODEL. Ambikapur, is a zero dustbin, a zero-landfill city today. It has become a role model when it comes to effective waste management. The whole state of Chhattisgarh, which has been ranked third best state in India in Swachh Survekshan 2018, is in the process of following Ambikapur’s footsteps to become India’s first zero-landfill state.

This year, the top four state performers are Ambikapur, Bilaspur, Korba. Moreover, 79 ULBs did not score any negative marks under independent validation. 139 ULBs have scored more than 75% marks under Swachhata App downloads, which is remarkable.

The state has actively engaged Program Implementation Units (PIUs) in 68 ULBs. This

has made them improve under ‘Service Level Progress- Municipal Documentation’. State of Chhattisgarh has recruited 89 engineers forming a Project Implementation Unit whose prime responsibility is to ensure proper and timely implementation of SBM.

Out of 9 ULBs, 7 ULBs with a population of greater than 1 Lakh, are positioned in top 100.

Chhattisgarh is ranked 2nd in overall average score, ranked 3rd in Service Level Progress (SLP) average score and ranked 1st in Direct Observation (DO) average score, ranked 3rd in Citizens Engagement average score and again 3rd in Solid Waste Management (SWM) average score among all other states for the > than 1 Lakh ULB category.

Chhattisgarh is ranked 3rd in overall average score, ranked 3rd in Service Level Progress (SLP) average score and ranked 3rd in Direct Observation (DO) average score, ranked 3rd in Citizens Engagement average score and again 3rd in Solid Waste Management (SWM) average score; under the population category less than 1 Lakh; amongst all other states.

The state has critically deployed task forces in various segments to contribute effectively





and progressively to 'Swachh Chhattisgarh':

SHGs: Under Mission Clean City more than 8200 women were involved in collecting and segregating the waste along with other works.

In Chhattisgarh teams at various level for various tasks of SBM were made like:

- ✦ **Swachhhta Commando:** A team 1880 people were deployed to resolve complaints in the ULBs.
- ✦ **5 am army/ Gulabi Gang/ Danda Gang:** These teams were formed for visits in the morning to stop open defecation and to promote awareness regarding the same.
- ✦ **Nodal Officers:** To ensure smooth functioning of all the activities of Swachh Bharat in the state Nodal officers at state level, District Level as well as at each ULB, were assigned.

Citizen Engagement & Stake Holder Management has always been a priority in Chhattisgarh. The following are the initiatives taken at state level:

- ✦ Around 670 Captain Clean Patshalas were organized for Farmers to enhance their knowledge about the compost made from



organic waste and to encourage them in using the same.

- ✦ **More than 950 "Kaun banega Captain Clean" workshops** were held in schools throughout Urban Chhattisgarh to create and spread awareness among the students regarding Swachh Bharat mission.
- ✦ **More than 180 Chhota Bheem -Captain Clean Rallies** were held to convert the Swachh Bharat Mission into mass drive and to engage all the citizens of CG.
- ✦ **Around 3024 Swachhata Competitions** were held throughout Chhattisgarh covering all ULBs to spread awareness.
- ✦ **Around 1230 Nukkad natak** were organized for educating citizens on 'Waste segregation at source'.



- ✦ **Social Media Campaigns:** ULB wise Facebook, Twitter and WhatsApp accounts were made for Swachh Survekshan 2018 promotions.
- ✦ **Promotion of Swachh Survekshan** through Regional Television Channels, news papers, Street Radios & FM.
- ✦ **Ward level swachhata drives** in RWA's by Parshads (Public Representatives)
- ✦ Nearly 3200 Mohhala samiti were made to run swachhata drive against plastic carry bag usage and promotion of Waste Segregation.

During Swachh Survekshan 2018 survey, it was found that an average proportion of citizens aware that their city/ town is participating in SS2018 is 87 in Chhattisgarh state.



SS2018 DASHBOARD

Step 1: Got to <https://www.swachhsurvekshan2018.org/>

Step 2: Click on “SS2018 Dashboard”

Step 3: You will arrive on the following page:



Step 4: This page gives the different rankings and the List of the Awardees of Swachh Survekshan 2018. Click on the Ranking List that you want to explore.

Swachh Pledge

- I take this pledge that I will remain committed towards cleanliness and devote time for this.
- I will devote 100 hours per year, that is two hours per week, to voluntarily work for cleanliness.
- I will neither litter nor let others litter.
- I will initiate the quest for cleanliness with myself, my family, my locality, my village and my work place.
- I believe that the countries of the world that appear clean are so because their citizens don't indulge in littering nor do they allow it to happen.
- With this firm belief, I will propagate the message of Swachh Bharat Mission in villages and towns.
- I will encourage 100 other persons to take this pledge which I am taking today.
- I will endeavour to make them devote their 100 hours for cleanliness.
- I am confident that every step I take towards cleanliness will help in making my country clean.





<http://swachhbharaturban.gov.in/>



सत्यमेव जयते

MINISTRY OF HOUSING AND URBAN AFFAIRS
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